

The study of effective factors on the success of suggestion system from the view point of Ahvaz's Department of Education Experts

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Abstract

One of staffs' participation methods is the suggestion system based on which organization staffs can recommend for every case or subject and they will be rewarded if their suggestions guarantee fee reduction, better work, satisfaction increase, or accomplishment ease and speed, and other advantages of this kind, and approved. Last decades have witnessed staffs' participation in running organizations to achieve the goals and success. Suggestions system based on cumulative thoughts attempts to utilize all staffs' innovations, opinions and viewpoints for widespread organizational development. The Ahvaz department of education puts suggestion system implementation on its agenda in 2002. But, in spite of all wide propaganda it has not reached its goal, receiving one suggestion from each staff, during these years. The purpose of this study is to study the effective factors on suggestions system success from the viewpoints of Ahvaz's department of education experts. Data analysis of questionnaires revealed that environmental factors play a role in suggestions system success and it was ranked as the first with the mean 3.7 regarding other factors. Management factors were ranked as the second (M: 3.6), personal factors as the third (M: 3.6) and organizational factors as the forth with the mean of 3.4. The current study hopes for the would-be success in the suggestions system. Recognizing those factors is of great importance to managers and staffs in achieving the organizational goals. The educational department staffs know the organizational betterment as one of their duties based on the effective factors on suggestions system success due to the results of the current

study. It is recommended that the senior manager should support the suggestion system more strictly, a full-time, sympathetic, and active teacher should be chosen for recruitment center, the staffs' suggestions should be considered as soon as possible and the rewards should be paid, the suggestions executives ought to be encouraged and rewarded as well.

Keywords: Partnership, suggestions, organization, department of education, success

Introduction

Human relations are one of the divine treats that are put in human's essence as a need so that human beings can understand and live with each other. Since organizations must provide other units with special curricula, they have a vital mission. If the organizations can provide good relations using healthy offers and scientific methods, other units can be reached to some sort of balance and mental health (Poursayah, 2003, p.7).

In a wider dimension, educational department is related to every person. Thus, everyone is sensitive to its functions and attempt to enforce their own tastes and opinions. The educational institutes' managers cannot ignore the elites and experts, and macro-management practitioners' viewpoints (Abbaszadegan, 2005, p.20).

Suggestions system in educational department includes providing the environment and facilities by the managers that all the staffs and customers will offer their opinions and suggestions about how to solve problems and disorders, and how to develop organizational activities (ZeraatPishe, 2001, p.50).

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Statement of the problem

Today's world is the world of alternation, evolution, and in other words, the non-resisting era (Moshbaki and Rouhani, 2006, p.281). Thus, changes in organizations whether administrative, industrial, political, or especially cultural are more evident in a way that such organizations always expose themselves to changes and for compatibility with those changes, they seek for some solutions. The atmosphere of nowadays' organizations is trembled with surprising events, disorders and developed chaos (Brumand, as cited in Moshbaki and Rouhani, 2006). The suggestion system with the thought mobilization design is an effective way in changing the job qualifications, and providing appropriate base for partnership. Cumulative cooperation, based on a specific guideline is available when a kind of internalized and common goal is formed along with common beliefs and self-control as a preventive and secure instrument avoids waste of energy (Elahi, 2002, p.20). Therefore, for performing and assessing the suggestions in educational department, they will take an action based on administrative evolution council, for holding cultural, expert and executive committees from among educational department staffs, and outside the organization experts and with the council head's approval (Rabson and Matuz, 1996, p.12). In this study, we consider the effective factors on suggestions system success in Ahvaz educational department based on which all staffs can recommend their views in the organization. The Ahvaz educational department has also considered this issue since the second semester of year(2002) and has programmed for performing the suggestion system in its agenda. The purpose is to seek for all staffs' participation and receive their offers for better circumstances in Ahvaz education department. This aim is not fulfilled yet and lots of factors impact on this affair. During the years of suggestion system performance, since 2002 till now, there have also been few suggestions. The researcher has conveyed this study to find the effective factors on the success of suggestions system performance to convey some suggestions and solutions based on the data and to eliminate the prospective hindrances and weak points.

Significance of the study

Research on suggestion system to utilize public poles and opinions in affairs is of great importance in some ways. First, in Muslims' beliefs there

is such an emphasis on consultation and received feedbacks that Allah recommends Mohammad the prophet to consult his companions.

According to Holly Quran: And consult in affairs if you intend, trust in God whom he loves trusters (Surah Al-Imran, verse159) i.e. consult them in affairs and whenever you have decided trust in Allah who loves trusters. Also it says; And who responded to their God and setup observe Prayer and ordered them to mutual consultation and which have bestowed upon them (Al Shura, verse 38). I.e. and those who responded Allah's call and say their prayers, and have mutual consultation among themselves, and bestow what is given to them as treats (Sobhani, 2001, p.22).

In the primitive study of the issue, researcher's mind, regarding the work experiences in Ahvaz education department, and approximate familiarity with the workplace, and also knowledge of the suggestion system performance state is pictured, and has led to the research questions. If this study is to reach its goals, the results can be observed by the authorities in education department. The data and results can aid to the curricula designers and practitioners in executive committee of suggestion system as well. That way, they can be sensitive to design programs for all education department staffs' participation and their effective suggestions as well as the new data and to provide the necessary facilities.

Purpose of the study

The purpose of this article is to study the effective factors on the suggestion system success from the viewpoint of Ahvaz's department of education experts.

Research questions

Regarding the above-mentioned purpose, the following research questions were raised:

- 1- To what extent, personal factors (attitude, education, etc.) are effective in the success of suggestion system performance from the viewpoint of Ahvaz's department of education experts?
- 2- To what extent, environmental factors (culture, relations, etc.) are effective in the success of suggestion system performance from the viewpoint of Ahvaz's department of education experts?
- 3- To what extent, management factors (manager's characteristics, rewards, etc.) are effective in the success of suggestion system performance from the viewpoint of Ahvaz's department of education experts?

4- To what extent, organizational factors (administrative structure, rules, etc.) are effective in the success of suggestion system performance from the viewpoint of Ahvaz's department of education experts?

Review of related literature

According to Pour Sayah (2003), in a research done to find the bases of evolution in Iran national excavation company, based on suggestion system results, it was revealed that the primitive hypotheses regarding inappropriate organizational culture for performing participation system, staffs' lack of trust in current managing methods, and staffs' little need of participation weren't approved and don't play any significant role in participation system failure. But the other two hypotheses, including lack of appropriate feedback against staffs' effective suggestions, and high distribution of working districts caused staffs' discouragement towards participation and stopped their fruitful and effective suggestions, on one hand. On the other hand, it has hardened the permanent culturalizing and messaging the participation system to staffs in a way that most of the staffs in isolated and far places are not aware of the rewards and goals of participation system.

Safarian (1998, as cited in Kargar Shoraki, 2006), in a research entitled the effect of suggestion system and quality control groups on the staffs' participation spirit in Khuzistan steel company also found that there is a significant positive relationship between the suggestion system and spirit of partnership increase.

According to Kozoski (1994, Kargar Shoraki, 2006), in a research done for finding the effect of suggestion system on the staffs' opinions and participation as well as their reports, suggestions, opinions and partnership to improve the staffs' inclination. The

above studies, introduces personal factors as the most important ones in suggestion system success.

Lanam (as cited in Shahin, 2003) concluded in another study entitled "The effects of epistemic advantages of participation on staffs' motivation". He concluded that the cognitive advantages of participation are more important than their motivation effects. Regarding the researcher's view in the above-studies, personal factors are considered to be the most effective ones in giving suggestions and their success.

Methodology

Instrument

The instrument considered for the purpose of doing the present study includes a questionnaire of 40 questions, in which each 10 question was designed to clarify one of the research questions and to assess one of dependent variables. The questions are paired against 2 by 2, in a way that 5 questions is in agreement and 5 in disagreement. It is attempted to make the whole questionnaire valid and accurate. Also, in each questionnaire, some questions about the participants' personal information such as education, major of study, work experience, and gender were included. The research questions and the related questions from the questionnaire for each of them are as shown in the following tables.

Table 1. The frequency distribution of the participants according to their grade of study

Grade of study	No.	percent
A.A	20	18
B.A/B.S	81	74
M.A/M.S	7	6
P.H.D	2	2

Table 2. Descriptive statistics of the participants' working background.

Mean	Median	Mode	S.D	Variance	Longitudinal Coefficient	Modality Coefficient	Range	Min	Max
19	18/5	16	6/329	40/058	-0/311	0/401	25	7	32

Results and Discussion

From the viewpoint of Ahvaz education department experts, environmental factors have the highest impact on the success of suggestion system ap-

plication. In data analysis, it was ranked as the first with the mean of 3.7. Thus, we can come to the conclusion that the environmental factors like culture and relations have impact on the success of suggestion system application and this result is homo-

geneous with Jeffrey Wales (2008) studies that was referred to in literature review and the result that external environmental organizational factors have great effects on suggestion system success.

From the viewpoint of Ahvaz education department experts, management factors have great impact on the success of suggestion system and are ranked as the second with the mean of 3.6 through data analysis. Thus, we conclude that these factors such as managers' characteristics, and rewards have great effect on the success of suggestion system application. It is also in consistent with the results drawn by Poursayah (2003) in Iran national excavation company that showed management factors also affect the evolution of suggestion system. It is also in consistent with the study results by Mosadegh Rad (2003) that was already mentioned.

From the viewpoint of Ahvaz education department experts, personal factors have great impact on the success of suggestion system and are above the medium. They are ranked as the third with the mean of 3.6 in data analysis and regarding the other factors. The results are in consistent with Madhushi and Mousavioun's studies (2006) and with the result that personal factors impact on suggestion system. They are also in compliance with Hallajzadeh (2000) as well as the results of Sedghi's studies (1999).

Considering the opinions of Ahvaz education department experts, organizational (structural) factors have a great impact on the success of suggestion system application and are above the medium rate as they were ranked as the fourth with the mean of 3.4 regarding other factors in data analysis. So, we conclude that organizational factors have special effect on the success of suggestion system application. The results are in compliance with Poursayah's studies (2003) conducted in Iran national excavation company and emphasizes this importance and with Habibi and Felahati's results (2007) mentioned before.

Conclusions and Recommendations

Regarding the role and position of collaborative system in Islam and the existence of historical backgrounds, and learning processes in our country, and regarding the 7th and 104th articles of constitution of The Islamic Republic of Iran, the position of participation must be regarded in Iran's administrative system.

Further, senior managers should have faith and

serious conviction in capability of participation system. The words must be put into action and not just confined to commenting in meetings and seminars. Its success should also be regarded as their wants and wishes. They must designate some time from organizational timing, thoughts, opinions, challenges and concerns to participation and consider it a vital and strategic issue.

Also, regarding the fact that the participation system secretariat is the proctor executor of participation system in education department and provides appropriate feedback for receiving staffs' suggestions, it is a need to be reinforced. Though the suggestion system secretary, in addition to busy work and duties, has attempted for culturalizing, advertising, gathering, meetings holding, and in sum processing different dimensions of this system, it is overtly observed that this bulk of work has not been sufficient for the whole fulfillment of participation system and the participation system secretary must be selected.

Added to it, the secretariat must take an action that there is shorter distance among cooperation council meetings and at least they hold a meeting once a week for considering the suggestions so that the resulting process can speed up for staffs. If the council members are too engaged and are not able to participate in all meetings, the problem can be solved by increasing the number of members and holding the meeting with relative number of members.

Since reaching to each program advantages requires the primitive expenses and consequent investment, it is recommended that for taking the participation advantages, they should not withhold providing the prerequisite expenses for advertising, notifying, staffs' guiding, provoking, and encouraging staffs to speculate on their workplace problems. Those expenses can be for printing press, books, posters, notifications, personal or group missions for advertising, speech and discussion meetings formation, experts' invitations, aware consultants, group travels to other organizations and the like. The secretariat must burn the candle and the organization management must pay for the expenses as the would-be investment.

Finally, designing questions can evoke staffs' minds and force them to speculate on the appropriate solution. It is suggested that each authority which is responsible for a special task, should specify its own problems, and in addition to announcing the staffs, he or she should invite them to speculate

on and find solutions to these problems, and thus deliver their suggestions for problem-solving to the suggestion system secretariat.

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