

The Effect Of Personal Factors On Increasing The Productivity Of Low-Level Employees In The General Welfare Department Of Tehran Municipality

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Abstract—The present study was conducted with the aim of influencing personal factors on increasing the productivity of low-level employees in the General Welfare Office of Tehran Municipality. This research is applied in terms of purpose, in terms of survey approach and exploratory studies. The results showed that personal factors have a significant effect on increasing the productivity of inexperienced employees in the General Welfare Office of Tehran Municipality. Based on the results, it is suggested that in the General Welfare Office of Tehran Municipality, the level of job satisfaction of inexperienced employees is monitored regularly and periodically, as well as the level of education of these people and the relationship between education and job.

Keywords—Productivity, Tehran Municipality General Welfare Office, Job Satisfaction, Education Level

• Introduction

Productivity is a comprehensive concept that its increase as a necessity has always been considered by political and economic experts 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. 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, other than what it really is depending on the type of people and in relation to their experiences and knowledge. The main mission of management science is to achieve greater productivity and this has always been the focus of managers to manage organizations more effectively. (Abtahi and Kazemi, 1378). Management mission and the main goal of the managers of any organization is the effective and efficient use of various resources and facilities such as labor, capital, materials, energy and information. In line with this mission, the optimal use of manpower (manpower productivity) is of particular importance; Because human beings, unlike

other organizational resources, have intellect and authority and the manager cannot simply use it, and more importantly, human resources are not only an organizational resource, but also the only factor in employing other factors. This role becomes more important in service organizations, especially for inexperienced and new employees; because man becomes a new scene in the field of work and related services. Now, if this person is motivated, capable and productive, he can use other resources in a good and desirable way and realize all kinds of productivity and finally make the organization productive, otherwise stagnation and backwardness will bring passive and inactive manpower. But how the workforce becomes productive or its productivity increases is an important issue that most organizations face. (Fanjanchi et al., 2013)

Research hypothesis

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

Review of previous research

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

Mahboobi et al.[2], discussed Assessing Ergonomic Risk Factors Using Combined Data Envelopment Analysis and Conventional Methods for an Auto Parts Manufacturer. occupational injuries are currently a major contributor to job loss around the world.

Taghipour et al.[3], studied The Impact of ICT on Knowledge Sharing Obstacles in Knowledge Management Process (Including Case-Study).

Khalilpour et al.[4], studied The Impact of Accountant's Ethical Approaches on the Disclosure Quality of Corporate Social Responsibility Information an Islamic in Iran.

Mirzaie et al.[5], studied The Relationship Between Social Bearing Capacities with Conflict as a Result, in the Perception of the Visiting Historical Sites

Alamdard khoolaki et al.[6], studied Taghipour et al.[8], studied Effect of integrated marketing communication on brand value with the role of agencies reputation (including case study).

Taghipour et al.[7], studied A Survey of BPL Technology and Feasibility of Its Application in Iran (Gilan Province).

Seddigh Marvasti et al.[8], studied Assessing the Effect of the FRP System on Compressive and Shear Bending Strength of Concrete Elements.

Jalili et al.[9], studied Utopia is considered to be the physical form of an ideal human society where the goals are met.

Taghipour et al.[10], studied Insurance Performance Evaluation Using BSC-AHP Combined Technique.

Rezvani Befrouie A et al. [11], discussed the design of high-rise building with ecological approach in Iran (Alborz Province).

Taghipour et al.[12], studied The identification and prioritization of effective indices on optimal implementation of customer relationship management using TOPSIS, AHP methods.

Taghipour & Yazdi.[13], studied Seismic Analysis (Non-Linear Static Analysis (Pushover) and Nonlinear Dynamic) on Cable-Stayed Bridge.

Taghipour et al.[14], studied " Investigating the Relationship between Competitive Strategies and Corporates Performance (Case Study: Parsian Banks of Tehran)".

Taghipour & Moosavi.[15], studied A look at Gas Turbine Vibration Condition Monitoring in Region 3 of Gas Transmission Operation.

Rahmani et al.[16], studied Providing Health, Safety and Environmental Management (HSE) program in Metal Mining Industry (Including Case study).

Taghipour and Vaezi.[17], studied Safe Power Outlet.

Tarverdizadehet al.[18], studied Predicting students' academic achievement based on emotional intelligence, personality and demographic characteristics, attitudes toward education and career prospects through the mediation of academic resilience. Scientific Journal of Education Research, 2021, Vol. 16, Issue 65, pp.171-186.

Azarian and Taghipour .[19], studied The Impact of Implementing Inclusive Quality Management on Organizational Trust (Case Study: Educatin).

Ghadamzan Jalali et al.[20], studied Explain the Relationship Between Intellectual Capital,

Organizational Learning and Employee Performance of Parsian Bank Branches in Gilan province.

Mohammadi et al.[21], studied Investigating the role and impact of using ICT tools on evaluating the performance of service organizations.

Abdi Hevelayi et al.[22], studied Predicting Entrepreneurial Marketing through Strategic Planning (Including Case Study).

Arsalani et al.[23], studied "Investigating the Effect of Social Media Marketing Activities on Brand Awareness".

Khorasani et al.[24], studied The Location of Industrial Complex Using Combined Model of Fuzzy Multiple Criteria Decision Making (Including Case - Study).

Hoseinpour et al.[25], studied The Problem Solving of Bi-objective Hybrid Production with the Possibility of Production Outsourcing through Imperialist Algorithm, NSGA-II, GAPSO Hybrid Algorithms.

Ganjali et al.[26], studied Strategic analysis of household hazardous waste reduction.

Taghipour & Ahmadi Sarchoghaei.[27], studied Evaluation of Tourist Attractions in Bourujerd County with Emphasis on Development of New Markets by Using Topsis Model.

Baghipour saramiet al.[28], studied Modeling of Nurses shift work schedules According to Ergonomics: A case study in Imam sajjad(As) Hospital of Ramsar.

Taghipour et al.[29], studied Study of the Application of Risk Management in the Operation and Maintenance of Power Plant Projects.

Hashemiet al.[30], studied The Effect of Job-Related Factors on Increasing the Productivity of Low-Level Employees in the General Welfare Office of Tehran Municipality.

Research Hypothesis Test

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

Table 1) Results of t-test on research hypothesis

One-Sample Test			
Test Value = 3			
	t	df	Sig. (2-tailed)
Level of Education	263/6	34	000/0
Relationship between education and job	227/2	34	033/0
Competence and skills to do the job	784/3	34	001/0
Commitment to work	504/5	34	000/0
Job Satisfaction	422/3	34	002/0
Working spirit	761/4	34	000/0

Research Hypothesis Test Results

Research Hypothesis: "Personal 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 study, the hypothesis was confirmed and 6 personal factors affecting the productivity of low-level employees in the General Welfare Department of Tehran Municipality were identified and prioritized as follows:

Table 2) The result of the research hypothesis test

rank	Indicators	weight
1	Level of Education	284/0
2	Job Satisfaction	153/0
3	Relationship between education and job	144/0
4	Working spirit	142/0
5	Competence and skills to do the job	139/0
6	job Commitment	139/0

Based on the results of the hypothesis, it is suggested that in the General Welfare Office of Tehran Municipality, the level of job satisfaction of inexperienced employees is monitored regularly and periodically, as well as the level of education of these people and the relationship between education and job.

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