Analysis of relation between staff management knowledge and the quality of educational services of Shahid Chamran University of Ahvaz

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Abstract:

During long ages the knowledge is known as a valuable source of money and it can effect on the quality of services at any place and time properly. The present study is verifying on the staff management knowledge puberty on quality of educational services of Shahid Chamran University and the present study by the aim is application and by gathering the data it is introductive and by the kind of coordination and it is depending on structured quotations. The devices of study is depending on questionnaire of staff knowledge puberty, quality of knowledge services. The statistic society of survey is containing Kerman University staff 300 ones that 271 ones were selected by applying Morgan chart. It was applied of structured quotations as evaluation between the staff knowledge management and quality of educational services. Five subordinate hypothesis delivered by model of data verification, they were all at acceptable level and the model of data verification is on acceptable level and the model of data verification has acceptable level hence there is a meaningful relation between staff management and quality of educational services.

Keywords: Knowledge management puberty, Quality, Quality of educational services, Ahvaz Shahid Chamran University.

1- **Introduction**

As Knowledge is the most strategic source of an organization, organizations are encountering with this essential question how they can manage organization knowledge efficiently that they can apply from its advantages on progressing organization strategic goals. Nevertheless by applying efficient and sophisticated knowledge management system and affection of knowledge management on key competency at new era it can make a sustainable competency interest. Very important and essential point that it leads to strategic thesis on knowledge management that's it knowledge management should be on strategic movement of organization and its transaction with modifiable atmosphere of business. Knowledge and its management solely far from strategic goals of organization is nonsense and without value. Therefore knowledge management should be complying with organization strategic actions in extra extend under attention. (Stalin, 2004). From one hand as implementation of knowledge management to reach desirable summit it needs modifications at sub constructions and culture, therefore it is improbable to reach with one jump and nevertheless constantly progress is by gradually and step by step progress not by revolutionary innovations. These gradually steps of knowledge perfection are during times. It turn in to knowledge puberty and in other words it needs that knowledge management matured, it modifies from freeze substance to middle parts which it shaped strongly at organization. (Karsenen, 2002) Verifying the puberty of knowledge management, it gives to organization this possibility how it applies its knowledge management. There are some indexes for measuring knowledge management. The se indexes should express values and efficiency of knowledge management. The models of evaluation of knowledge management puberty levels they are a part of measuring levels of development of organizations' management knowledge. (Isayi, 2000). Although knowledge management is known as a device of increasing efficiency, efficiency and innovations as accepted principles of knowledge management on improvement. That's why organizations usually apply knowledge management at servicing part and its evaluation is during the trend of servicing. Any contact of customer can be as a possibility of making confidence and trust for satisfaction or dissatisfaction. As the time servicing role

become important at daily life the point of serving quality also become as an important index of evaluation and competition during the organizations, it is how paying attention to the

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quality of servicing as an important index for competing between the organizations, it is how paying attention to services makes organizations outstanding from their vitals and it can be as a competing interest. Knowledge management is as a systematic attempt and evaluated for progress development of existing knowledge at organizations through the way of making extra added value, as reaching to the goals of organization. (Javedani, 2009).

2- Case study

As the specifications of universities they are comparative and international, and most of universities by applying some strategies such maintaining quality from other universities.(Tofighi & Norshahi, 2005) The supreme training is encountering with a pressure for increasing values in its activities. Following of increasing values of training and concentrating on clients' interests (Student, faculty, university, society, government, etc. they have each one their expectations. The four main profiteers in supreme education are students, parents, staff, graduated ones. From UNESCO's point of view supreme training depends on different angels (Environment) university system and the emissions by standard opportunities of university field. (Bazargan, 2001) Different aspects effect on quality of services delivered by any organization that one of these points it is attention to importance of the staff knowledge puberty. They are such cases as the quality of relation between members of scientific desk, employees and students, the progress of these relations effect on future decisions of organization by applying knowledge management.(Reynond, 2009). By verification of above situations it is observing that during the faculties working with competitive environment, especially the faculties give they services dispreading as increasing cooperation between members of different faculties for giving the same services and maintaining the skills and techniques during different faculties they grow a lot to knowledge, the staff commitments they are as the key internals of competitions for progress of services as the main method for the organizations working at serving part. The organizations which reach to higher grade of servicing for competitive interest (Gou Daf &Higher) nevertheless it can be told they can give the quality of services grow to knowledge as the key factors at the trend of making interests.

According to this one of the most essential points in literature of organizations, it is lack of operation under the expectation. Thought the main case of this study, is there any relation

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between knowledge puberty and quality of educational services at Ahvaz Shahid Chamran University? It searches for finding a reply to the questions of this survey.

3- **Theoretical bases and background of study**

During recent decades it has been made lots of fundamental modifications at organizations. These modifications all lead to foundation of new principles and skills of management that such as the most important it is puberty of knowledge management. (Berguern, 2007) In spite of extensive surveys knowledge management, most of knowledge concentration was on industry and product and less part of knowledge puberty and its models were focusing on universities. (Fingan & Wilkax, 2006). From the other hand universities such servicing organizations like producing organizations were encountering with competition. These organization should be capable fulfilling demands of customers and they absorb new clients. (Leo, 2003) This study is by knowledge puberty of staff (P-CCM) as gaining the best output from universities with strategic planning were designed for upgrading training system in Iran and analysis of its effect on industry of servicing specially training courses and university. Lots of witness are declaring that the supreme education system when can be effective that it can be at desirable level. In this case, although being a system of knowledge management is not specialized to a specific organization.

The existence of it has more importance at training organizations especially supreme education which is the center of knowledge distribution in each society. Training can have a key role at an organized structure at transformation of knowledge. When training can be on national need on distribution of culture and new management knowledge that the system of management based on quality thesis. The training institutions which they are as a bridge between producers of knowledge and researchers to reply social, economic, political and cultural modifications they need innovation. It is somehow the authors know success ability of educational system depending on spiritual values such knowledge management and its puberty depending on it. (Estien, 2004)

The surveys done in this concern are as the followings:

- Kroguer & Johnson (2011) reached to a positive relation between Knowledge puberty and organization efficiency.

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- Khatibiyan & his colleagues they delivered a model for evaluation of knowledge puberty that implementation of knowledge puberty that they lead to modifications in trends and sub – constructions of organizational culture.

- Robinson and his colleagues (2006) they designed plan of knowledge puberty in organization as stability of that organization which they are some steps of knowledge puberty.

- Arling & Choun (2011) also they verify new knowledge in organization to become mature via an introductive model depending on verification of an industry company.

- Zak & colleagues (2009) in the field of operations about knowledge management at trading faculties concluded that knowledge operations on non-financial operations (customers and local activities) directly and on their financial activities effect indirectly.

- Also Golden (2009) following Keidol & colleagues (2000) he defended from potential operations and sources of knowledge management and he concluded that knowledge management definitely lead to decreasing of costs and progress of services. Success ability of universities are depending on gathering and compacting data and knowledge inside and outside of them.

- Reporting from Centra and his colleagues had a good result on students' evaluation of training services and they have good reflexes about faculties about their teachers and selection of sophisticated teachers and gaining data for guiding students they can select better teachers for their lessons, students' reflex aware authors of training whom they are active at education that they reach to better progress and efficiency.

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- Baver & colleagues (2007) they indicated at their studies adjectives of teachers such desiring, patience and kindness are very important from students' sights.

- Barnez (2005) during a study about the indications to a supreme university it showed that fame and credit, good educational opportunities, desirable physical situation, they were the most important elements in News land and America Universities.

4-The Aims of study

The main aim of this study is verification of relation between staff knowledge puberty with quality of education services of Shahid Chamran university of Ahvaz.

Subordinate goals:

1) Knowing the level (1) of primary with educational services of Shahid Chamran university of Ahvaz.

2) Knowing the level (2) (managed) with the quality of educational services of Shhaid Cjhamran Ahvaz University.

3) Knowing the level (3) (defined) with the quality of educational services of Shhaid Cjhamran Ahvaz University.

4) Knowing the level (4) (Predictable) with the quality of educational services of Shhaid Cjhamran Ahvaz University.

5) Knowing the level (5) (Progressive) with the quality of educational services of Shhaid Cjhamran Ahvaz University.

5-Theoretical frame:

The factors of this study include the staff puberty knowledge it has been predicted factor. The model of puberty of the staff capability it is knowing as the most accepted model during the trends of staff values and

Organization structure. It can be claimed that the model is capable introducing trading of job sources and it can lift and introduce a system complying with needs and operation of organization in business. This model has 5 levels and 22 regions that each region has 3 to 5 goals and different activities of other activates, they were all defined the key regions of each in each level. (Armoor, 2002).

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Five levels of P-CMM they are as followings:

1- The primary level: From the specifications of this level we can point to lack of harmony, modification and replacement of responsibilities during the job sources.

2- The managed level: The key operations of this level depend on the essential and primary activities of job sources, such job environment, employment relations, management operation, Training and reward.

3- The defined level: The key trends of this level, it identifies the competency of accompanying at surrounding areas and it designed ones' activities due to it which they are such: Knowledge and skill analysis, planning of job source, development of competency, extension of career, and culture of coordination.

4- Predictable level: The key tends of this level effect on quantity growth of company and ability of relating power in which they are such: team methods, coordination of company operation, company competency management.

5- The level of progress: The trends of this level for constant progress of methods for development of company progress were all expressed which they are as: Development of ones' competency, Innovation and preparation of job source of training that they are as main factor as goal aim.

The model of head Prof it is such as one of Circular declined that it is applied models for evaluation of training quality (Yeldiz & Kara, 2009) In fact head prof is as a model for identification and analysis of clients' understanding of training places which they are illustrated in chart 2.

Definitions	Dimensions
Tasks Relating of Non-Scholastic staff	Non-Scholastic Replying
Amount of replying and their qualities at training part	Scholastic Replying
University ability at making a professional picture	Credit and Trust
Facilitation of relations and applying sources and facilities	Accessibility
Complying, Flexibility and variety of lesson palings	Agenda

The dimensions of head proof: Chart 2

According to above chart the model of analysis illustrated as following:

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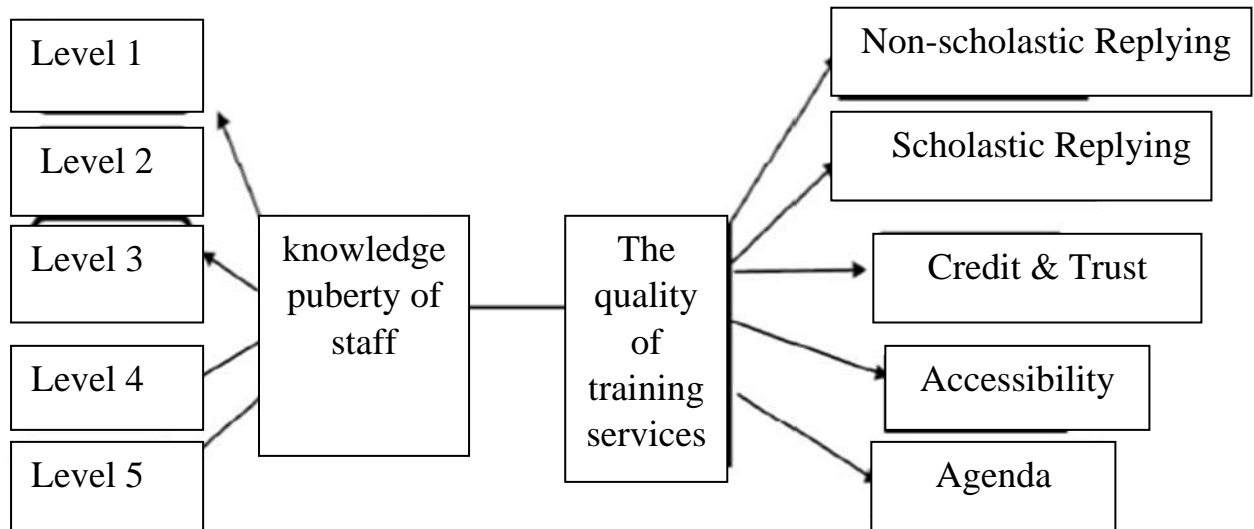*Revista Publicando, 5 No 14 . No. 1. 2018, 328-341. ISSN 1390-9304*

Figure 1- Introductive model of survey

6- **Method of study**

According to the subject and aim of present study it is application and by the method it is analysis introductive that it operates partially, in this study first we introduce knowledge puberty of staff regarding to quality of education then it evaluated the relations of factors statistically. The collection of data in this study is via questionnaire that it was implemented after clearing factors via sampling during these ones and then after introducing they are distributed and after completion gathered. The questionnaires are prepared and are distributed by researchers.

7-Statistic society and sample amount

The statistic society of this study consist of all Shahid Chamran University staff during 2015-2016.The method of gathering data was this form that researcher distributed 300 questionnaires during the staff of Shahid Chamran of Ahvaz and he has gathered 271 questioners.

8 – Toll of gathering data

The questionnaire knowledge puberty: This questioner is be researcher made kind that it was designed for evaluation of staff knowledge puberty. It contains 26 questions and 5 branches (Primary level, Managed level, Defined level,

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Predictable level, and Progressive level) in testing form five-option from very high to very low from digits 5 to 1 vice versa from the whole 26 questions, it is regarding 5 questions regarding to primary level, 3 questions to managed level, 9 questions to defined level, 3 questions to predictable level and 5 questions to progressive level.

The questionnaire of training quality: This questionnaire is from model of researcher made that it consists of 25 questions which they have five options from very high to very low. During 25 questions, 7 questions were to non- scholastic replying from 26 questions. 4 questions were about scholastic replying and 6 questions to credit and confidence and 4 questions accessibility and 4 questions evaluate the agenda.

9-Evaluation and stability of device of gathering data:

A) Evaluation: As defining the rate of evaluation of questions it was applied of credit of concept. (Experts' theories)

B) Stability: the stability of these questioners were defined by Alpha Kronbakh for the questioner of staff knowledge puberty 929% and questionnaire services of educational quality 973%.

10- Method of examining analytic data:

First it was under verification before expressing hypothesis of study by structural equations containing sorting data (In opposite model the data by multi-factor was evaluated and four of existing models were omitted.) Lack of paralleling some factors (in expressed model it can be told there is not any harmony between parallel factors. Thought this pre – thesis was applied in the expressed model), normalizing all data (All factors in this study are following normal model) Independency of faults (In this study the factor of Watson camera (2/065) was gained that it can be told faults are enharmonic. The suitability of all factors were all evaluated and also for the analysis of data it was applied software SPSS version 23, MINITAB version 17, AMOS version 21and the level of meaningfully was underestimated 0/05.

11- Hypothesis

11-1 main hypothesis: There is relation between knowledge puberty and quality of training services in Shahid Chamran University.

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11-2 Subordinate hypothesis:

1- There is relation between level one (primary) and the quality of training services in Shahid Chamran Ahavz University.

2- There is relation between level two (Managed) and the quality of training services in Shahid Chamran Ahavz University.

3- There is relation between level three (Defined) and the quality of training Services in Shahid Chamran Ahavz University.

4- There is relation between level four (Predictable) and the quality of training Services in Shahid Chamran Ahavz University.

5- There is relation between level five (progressive) and the quality of training Services in Shahid Chamran Ahavz University.

12-Findings of study:

Evaluation of model and its analysis

It was applied of modeling structural equations and analysis of survey hypothesis via the statistic methods admitted. It was applied of data analysis via SPSS software version 23 and MINITAB version 17 and AMOS version 21. The meaningful level of 0/05 was counted for it. During the estimations the following results were gained:

12-1 Main hypothesis

There is meaningful relation between educational services and knowledge puberty of Shahid Chamran University. In Figure 1the results of evaluation it has been illustrated the evaluation of relation between staff knowledge puberty and the quality of educational services. This figure consists of two general different parts. In first part the relation between hidden factors (Staff knowledge puberty and educational services) and the indicator of standard burden of factors. In second part it was illustrated the hidden relation between knowledge puberty of staff and the hidden relation quality of educational services via regression equation that it is illustrating direct relation between knowledge puberty of staff and educational services.

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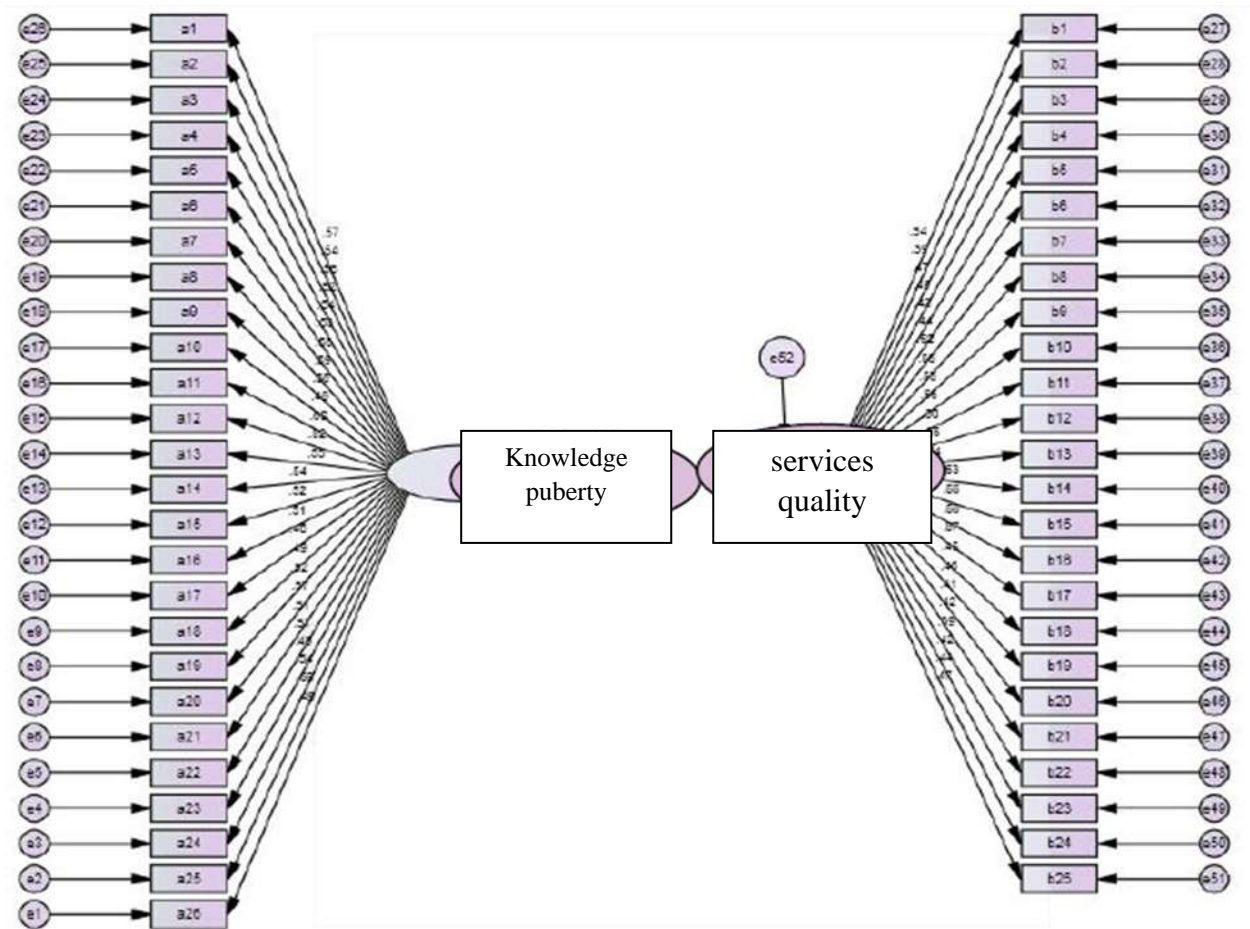*Revista Publicando, 5 No 14 . No. 1. 2018, 328-341. ISSN 1390-9304*

Figure 1- the results of structural equitation model (Subjective standardized model)

12-2 Subordinate hypothesis: For analysis of this model it was applied of Structuralized model. Also for decline the faults of equation, it was applied all factors of knowledge puberty was situated in model simultaneously and it verifies the relations each of factors with all the factors with the quality of educational service therefore 5 subordinate hypothesis according to evaluated model was illustrated and we conclude in chart 2. The advantages of evaluation are expressed in chart 1. According to reported indexes in the chart they are all in acceptable level. Therefore it can be expressed all indexes are in acceptable level.
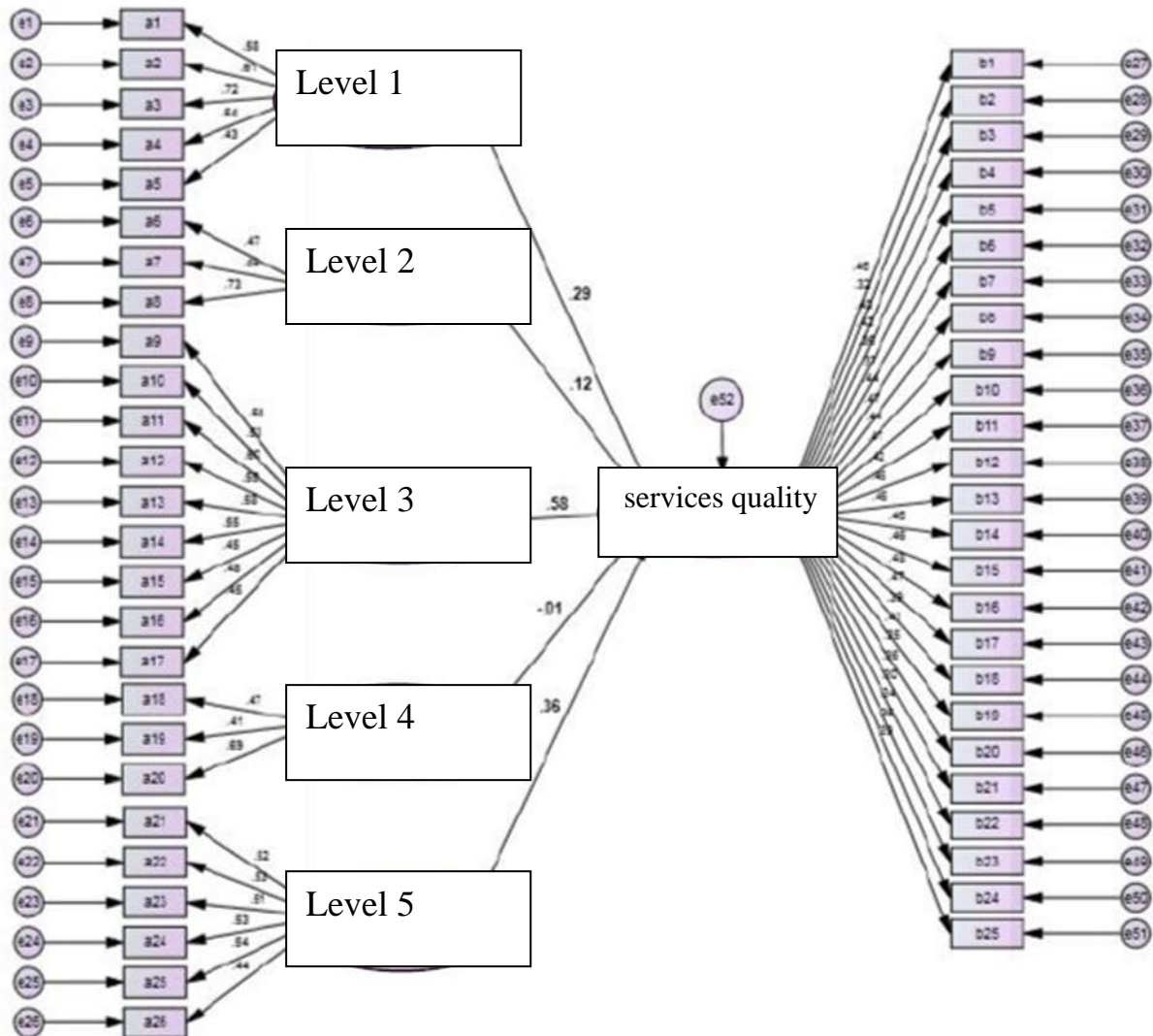
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Index	desirable reported amount	Reported amount
(RMSEA)	/0≤8	0/075
(GFI)	0/90	0/912
(AGFI)	0/90	0/967
(NFI)	0/90	0/947
(TLI)	0/90	0/947
(I FI)	0/90	0/953

Chart 2: Indexes of model evaluation

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Figure 2: The results of structural equation model (Standardized subjective model)

13- Conclusion

At the present survey it evaluate eth relation between staff knowledge puberty and educational services of Shahid Chamran University of Ahvaz. In this concern regarding to maintain existing literature expressed hypothesis five. Also the index rate between factors is 0/287 which is expressing direct relation. In other words paying attention to some other factors and responsibilities operation of entertaining affairs effect on educational obligations. According to findings of level 2 (managed and the level of educational services of Shahid Chamran there is relation. Some factors such employment and management operation and rewards effect of educational service important index of evaluation and competition during the organizations, it is how paying attention to the quality of servicing as an important index for competing between the organizations, it is how paying attention to services makes organizations outstanding from their vitals and it can be as a competing interest. Knowledge management is as a systematic attempt and evaluated for progress development of existing knowledge at organizations through the way of making extra added value, as reaching to the goals of organization.

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