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Performance Evaluation of Trade Unions (cargo and passenger) and presenting appropriate strategies for the promotion of their abilities (A Case Study of East Azarbaijan province)

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ABSTRACT

The purpose of this study is to evaluate the performance of the freight transport trade associations in East Azerbaijan province. To achieve the goal of scientific principles and the task-oriented approach have been used based on assessing the performance of the duties and powers of associations. The mentioned approach related to the five hypotheses was developed to evaluate the performance of associations of different dimensions. Research method in this study is descriptive survey. The study sample consisted of all employees of the Department of Transport Terminals in East Azerbaijan, which was based on to the survey of the human resource manager is equal to 90 people. The Measuring instruments used in the study, was a questionnaire which its validity and reliability have been confirmed. To analyze, classify and summarize the descriptive data based on SPSS software, using descriptive statistics such as frequency, percentage frequency tables, graphs mean rank, standard deviation and ..., and in order to analyze the collected data to test the hypothesis, we used statistical tests Kolmogorov Smirnov, so the normality of society approved and then parametric tests (inferential) Pearson correlation was used. To prioritize the results of tests Freidman by analyzing the data was used. Results showed that there is a significant difference between the existing performances of associations with desired performance. Furthermore, the functional differences resulting from trade associations to improve the performance evaluation of the proposed solutions were presented.

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INTRODUCTION

In today's world the importance and necessity of the evaluation and control and continuous improvement in the quality of the products or services for executives in the industrialized world, is not covered and rapid advances in science and technology, communications, globalization of markets, consumer awareness, Limited choice of extraordinary technical progress, addressing the issue of quality has raised it for all manufacturing companies, and the service profit is inevitable.

As given the above, this study sought to evaluate the performance of professional organizations in the field of transport services in freight transport demand in East Azerbaijan province transportation system.

2. Statement of Problem:

Communications and transport, is the most important element of economic development of society. Rapidly changing features communication is present changes specifics, and if the era is called communication, things are not exorbitant. Department of road and Urban besides, in the smaller dimension of that trustee toll road cargo and passenger transport are innovates between cities throughout the country.

The toll road transport is due to the wide geographical scope of its activities, including road transport network around the country. The potential associations in the furtherance of its objectives and help in the transfer of some of the general policies of the country are taking measures to further cooperation. After putting

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things into something that can be considered the most important trade associations to assess their performance can be proposed and should have a clear and accurate picture of the situation depicted performance with easily determined the ideal situation which is comparable or planned, So that the results of the decisions made by associations and also determining how to provide proper functioning of associations to achieve the set targets. But to achieve the above objective, and carefully check the performance of the Associations, it should be defined in terms of the scale of this issue and can be defined functions and powers of associations formed under the laws of the associations which was used in article 23 of Chapter IV of the Regulations, and how the performance of the duties and selection of relevant centers and employers' associations, the tasks given in 15 paragraph. However, for ease of sorting their past record of the status quo in comparison with the future situation the five main tasks: 1. Education 2.Economic, 3. cultural 4.social and 5.legal categorized and by comparing the size of the aggregation of individual receipts it can be reached to a conclusion.

One of the main purposes after performance evaluation, is providing suggestions appropriate solutions to promote the empowerment of associations in the road transport of load and passenger. It is Programs tailored to the Executive Board, training, utilizing the latest technology available technologies and subjects such as this can be used as a model for promoting community empowerment. this study aims to provide an appropriate and transparent landscape pattern of associations, it will pay off.

3. *The Initial Question:*

According to the explanations provided to the initial question of this study, we can say:

How are the trade associations of freight transport's performance in contrast to East Azerbaijan's Directorate General Transport and Terminals office?

4. *The Importance and Necessity of Research:*

Since trade associations in our country leading significant portion of our industry, community based services and economy are Inspired by the textures and models to assess performance of one of the pillars of corporate performance management in organizations in every fields, especially road transportation. So, assessing trade unions operation which originally is different compared to state organizations and Private enterprises are valuable from a scientific perspective.

5- *Research purposes:*

The main purpose of research is to evaluate passenger and load transportation trade associations in East Azerbaijan province and providing appropriate suggestions to promote the empowerment of associations.

6- *Theoretical framework:*

In the present study in order to evaluate the trade associations in goods and passenger transport in East Azerbaijan province and by studying books and numerous articles done researches and learn from professors, task-oriented model as a theoretical framework for the study was selected.

Professor Ferrell Hedi on the comparison discussion between systems of adaptive management frameworks as a basis for comparison is defined.

7- *The task-oriented approach as a theoretical framework for research:*

Martin Landau believes that the main question is, what tasks are to be performed by an entity and how? Gabriel Almond believes that we must ask the right questions about the duties and functions of the system and ensure that all systems on the same tasks done appropriately. According to the above description, this issue would be suggested that which tasks will be targeted? [2].

Fred Rygz also writes for system analysis we require a different pattern. Rygz believes that ((we need to have a model of the structure of formal bilateral and effective one; or otherwise, between what is ideal and what actually happens is prescribed to be separated)).

Based on the of task-oriented model, system tasks or institutional criteria are evaluated. Then the question is how to evaluate the functions of the system can be considered, so that the study of functions and powers defined in the Act and related regulations have been applied. Furthermore, the reference model by trade associations on the behalf of Rygz comparison between current performance and desired performance cause to done.

8- *Hypothesis:*

In the present study, five hypotheses will be tested as follows:

There is a significant difference between the existing performances of associations with desired performance in 1-economic field 2- educational field 3- cultural field 4- social field 5- legal field

9-The Research Method:

The present study aims to describe that without altering the variables; wants to deal with assessing and explaining the variables related to the performance of their organizations, in terms of trade associations of goods and passenger transport. So, the most appropriate description is the most common method which was used.

10. The conceptual definitions of words and phrases:

To elicit and understand variables, the following variables concepts are defined.

10-1 Performance:

It refers to perform an action that can be observed and measured.

10-2 Performance evaluation:

Evaluating the performance is a process, which evaluates and judges the performance in a given period investigation.

10-3 Performance Improvement:

The purpose of the organization improve is to be able to change attitudes, values and beliefs of employees so that employees understand how to implement them.

Often these measures in the form of restructuring and re-organization plans will be done.

Warren Benis believes that organizational development and change in response to a complex educational strategy intended to change the beliefs, values and organizational structure; So that the organization can adapt to new conditions, new markets and new technology to find and deal with the problem of rapid changes, to adapt.

11- The population of the study:

In most cases, the facts as determined by the importance of the topic, research objectives, the generalize ability of interest and availability of resources is based on researcher.

The research staff of the Department of Transport terminals, consists of East Azerbaijan province, and according to the statistics the number is equal to 90.

12- Sampling and sample size:

Study sample consisted of employees of the Department of Transport and Terminals in East Azerbaijan and in two different deputies are employed: 1. Transport lib directory 2. Administrative and Financial Planning

Given the nature of research that seeks to evaluate the performance of transportation companies associations, consulting with the consent of the owner of the professors' ideas and it was decided that Deputy Transport only employees who engage in further work with organizations and associations of trade selected as subjects and among the employees of the degree of MB in the sample are considered.

During the investigation it may sometimes be necessary to obtain information from certain individuals to replace the information of those who are available. This means that the people will be able to provide the desired information or because they are the only ones who can provide the necessary information or who are certain criteria that the researcher intends to adopt, so the sampling method, called targeted.

The sampling plan judgment applied when limited class of data are there, also in the selection of the best conditions for it to provide the information that they need to take action. Description of the sampling is non-probability sampling, and it is targeted and judgmental and sample size is set to 35 persons.

13- The method of data collection and tools:

In the present study, the following states of data collection tools and mechanisms have taken in to consideration:

In relation to theoretical studies (literature) and literature review (literature and studies), information about the models and performance evaluation tools such as jack of research, library and Internet sites are used. The study of the methods used to collect the required data field is used and the data for this study was collected through two questionnaires. First, in order to identify aspects of trade associations, according to the selection of the tasks defined in the rules and regulations established associations, the questionnaire contains 18 clauses that each clause contains a defined task the law was prepared. Since the functions contained in the questionnaire were generally somewhat suppressed details of the activities were not included, to resolve this problem by obtaining the opinion of respected professors, expectations, Office of Transport and Terminals in the shipping trade organizations were recognized. To reach this end, referring to the various units of the Executive Office of Transport Terminals in East Azerbaijan among the four departments under the Office of the Deputy Transport (1- Department of Transportation Bureau of goods 2- passenger transportation office 3- Transit Authority and 4- Traffic Safety Administration) has interviews with practitioners, agencies and associations were collected duties.

The duties of the office staff associations from the perspective of organizations, trade and transportation as well as their expectations were reviewed and classified and then added to paragraph 18 of the 34 items in the questionnaire. Regulation and the limited number of qualified staff and experts were classified and each section contains a questionnaire to determine what the future of the guild is. The questionnaire was developed to assess the performance of the proposed five dimensions, including the economic, social, cultural, educational and legal. The subjects were asked if the board does not fit within the dimensions proposed by the suggestions, they insert on the other field, after collecting and analyzing the results of the first questionnaire, participants were identified, five of the proposed function as the performance of trade associations verified.

The following dimensions as a definitive framework for assessing the performance of the transport trade unions were determined: The economic dimension - the law - post training - the cultural dimension - the social dimension.

The final step is to design the questionnaire and it should be appropriate to the research questions that were designed in such a way that the performance assessment organizations, trade and transportation of goods and passengers from the perspective of staff and transportation terminals of East Azerbaijan to be able to compare the performance with the optimal or desired as well. The first section of the questionnaire or questions regarding the selection of the tasks defined in Article 23 of Chapter IV of associations, laws and regulations related to the formation of associations, second, by mutual consent professors' questionnaire was used to evaluate the performance of the forums. Thus, the left side of the status quo in terms of the functional guild Likert From very low to very high, with scores of 1 to 5 on the five category ratings, also on the right side like favorable functional status in community Likert surveys drawn by subjects.

In fact, by this bilateral questionnaire while each subject in five different dimensions deals with your opinion about the current state of the guild, waiting for your favorable disposition classified as the same question will be announced.

14- Validity:

The study was based on a questionnaire designed to assess the associations of the five aspects of functional vision and it is after preliminary consultation with professors and specialists and experts with experience in evaluating the performance of it, while opinions of those respected people help to solve difficulties and ambiguities. Finally, the questionnaire was modified, and it has been finalized and submitted to the measured subjects in order to be reliable.

15- Reliability:

It is noteworthy that because of the long period of the calculation by using SPSS software in order to calculate the alpha level of Cronbach, the alpha value was calculated to be approximately 0.956 or 0.96 percent, and the Cronbach's alpha was higher than 67 percent. So this is an indication of the reliability and validity of the questionnaire.

16- The method of analyzing data:

In order to analyze the data and to test the hypothesis, at first, the questionnaire data were obtained from the statistical community. Based on the information obtained from the mean, variance and standard deviation and were calculated for each of the five components of trade union action. To achieve the objective of this study is to evaluate the performance of organizations that trade in goods and passenger transport, using the arithmetic mean, and one sample t- test, research hypotheses were tested and the results were compiled.

17- Discussion:

According to the trade unions on the basis of the theoretical yield and selection functions ,Query performance in five main dimensions of social, economic, legal, cultural and educational evaluated the mean of the sum of the results can be summarized as follows:

1. First hypothesis: There is a significant difference between the existing performance of associations and desired economic performance.

The mean performance of the economy was 1.7 times lower than the desired average yield of 3.25 and differences between two varieties is approximately 1.55.

The results of t-test showed a significant difference between the existing performance of associations and desired economic performance.

2. The second hypothesis: There is a significant difference between the existing performance of associations and desired educational performance.

The performance of existing training was 1.23 times lower than of the average optimal performance is 3.25 and the difference between two varieties is more than 2.02.

The results of t-test showed a significant difference between the existing and desired status of professional associations of the training.

Table 1: first hypothesis test results (economic performance)

		Difference compared pairs					T	df	Significantly the scope
		The mean difference	Standard deviation	Estimation error	Distance reliance%95				
					Lower	Top			
pair 1	Present economical perspective Desired economical perspective	-1.547	0.681	0.115	-1.781	-1.313	-13.450	34	.000

Table 2: second hypothesis test results of research (academic performance)

		Difference compared pairs					t	df	Significantly the scope
		The mean difference	Standard deviation	Estimation error	Distance reliance %95				
					Lower	top			
pair4	Present educational perspective Desired Training perspective	-2.024	0.724	0.122	-2.273	-1.775	-16.528	34	.000

3. The third hypothesis: There is a significant difference between the existing performance of associations and desired cultural performance

The performance of the existing performance was 1.69 times lower than of the desired average yield of 2.94 and the difference between the varieties is over 1.25.

Table 3: third research hypothesis test results (the cultural performance)

		Difference compared pairs					t	df	Significantly the scope
		The mean difference	Standard deviation	Estimation error	%95 Reliance distance				
					Lower	top			
pair5	Present cultural perspective Desired cultural perspective	-1.251	0.698	0.118	-1.491	-1.011	-10.600	34	.000

The results of t-test showed a significant difference between the existing and desired status of performance in the cultural dimension.

4. The fourth hypothesis: There is a significant difference between the existing performance of associations and desired social performance.

The performance of the existing social optimum yield is 1.71 which is lower than 3.09, and the difference between the varieties is over 1.38.

Table 4: fourth research hypothesis test results (social performance)

		Difference compared pairs					t	df	Significantly the scope
		The mean difference	Standard deviation	Estimation error	%95 reliance distance				
					Lower	top			
pair4	Present social perspective Desired social perspective	-1.383	0.681	0.115	-1.617	-1.149	-12.020	34	.000

The results of t-test showed a significant difference between the existing and desired status of performance in the social aspect.

5. The fifth hypothesis: There is a significant difference between the existing performance of associations and desired legal performance.

The mean of the performance of existing status is 1.91, which is lower than the average optimal performance of 3.14 and differences between the two varieties is over 1.23.

Table 5: results in fifth research hypotheses (legal action)

		Difference compared pairs					t	df	Significantly the scope
		The mean difference	Standard deviation	Estimation error	Reliance %95 distance				
					Lower	top			
Pair 2	Present legal prescriptive Desired legal prescriptive	-1.239	0.661	0.112	-1.467	-1.012	-11.092	34	.000

The results of t-test showed a significant difference between the yields of the desired status of the legal performance of associations.

Table 6: results in desired overall performance

		Difference compared pairs					t	df	Significantly the scope
		The mean difference	Standard deviation	Estimation error	Reliance %95 distance				
					Lower	top			
Pair 6	Present situation Desired situation	-3.446	2.630	0.445	-4.350	-2.543	-7.751	34	.000

At the conclusion of the first research question, the result of t-test showed a significant difference between the existing performances of associations and desired performances.

18- The proposal by the results:

Solutions to improve the performance of professional associations:

According to the results of the evaluation of trade unions in different dimensions compared the current situation and the desired performance, the following suggestions can be offered as a way to improve the functional status of trade unions act. Some of the highest average difference between the existing and desired show that there are more indicative of weakness or dysfunction, and have the highest need for reform and improvement.

Suggestions for improving economic performance:

According to the results, it is recommended that professional associations to strengthen its economic performance in the following areas of action:

- Performance of the Association in an effort to enhance the efficiency of resources
- Performance of the Association to participate in the construction of settlements in the area of transport
- Performance of the Association in trying to improve the quality of service.
- The Association to gather information about trade issues' problems

Suggestions for improving the performance of the legal:

According to the results, it is recommended that professional associations to strengthen their legal practice in the following areas of action:

- The trade Association performance in defense of Privacy Professionals Guild
- Guild union rights in practice
- The trade association of companies and transportations' problems
- The guild in Guild elections

Suggestions for improving the performance of:

According to the results, it is recommended that professional associations to strengthen their educational performance in the following areas of action:

- The Association of cabin crew training classes
- The Association to coordinate the training and skills upgrading
- Introducing the Guild in classes Circulars
- Justification of the Association of classes
- The Association for Education in collaboration with the Ministry of Labor and Social Affairs

Suggestions for improvement of social:

According to the results, it is recommended that professional associations to strengthen their social performance in the following areas of action:

- The Association of Social Pact
- The Association to assist in the consolidation of corporate performance
- Participation by the Advisory Committee of the Association of Transport
- The Association to make contact with the relevant bodies and organizations
- The trade association working to establish cooperatives

Suggestions for improving the performance of cultural:

According to the results, it is recommended that professional associations to strengthen their cultural practices in the following areas of action:

- The Association of Cultural Conference – Corporate
- The Association in recognition of companies with good performance
- Coordination between the members of the Association in building consensus

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