

# Chapter 7

## A RESEARCH ON IMPACTS OF WORK FORCE SOCIALIZATION ON THEIR QUALITY FOCUS

Musa ŞANAL<sup>1</sup>

Fereshteh KARIMIVAND<sup>2</sup>

### INTRODUCTION

With the systematic approach to the organization can be known the organizational success depends on the combination of optimum resource brought to bear on organization and what in this context means the combination of optimum resource have the fundamental role is the human resources because the human resources has the power of creativity, innovation and thought (Shermerhoron, 1386). Undoubtedly the present era is the organizations era and the custodians of these organizations are humans, the humans who by virtue having the most massive source of power means that thought can to create to cause the excellence, motion and development organizations (Alvani, 2004). In fact, in world of rapid and full of change and challenge in the world today what are guarantees the cause the realization of competitive advantage of organizations are the human resources with quality of creative and dynamic thus, in the present era, the human resources of knowledge workers as the most important feature of organization in the gaining competitive advantage and also the most important intangible asset are considered and the believe of the organizations are based on that must know the staff the basis for improving the quality and efficiency of all organizational processes and therefore should be considered this factor the main basis for increasing the efficiency and competition the golden key of competition (TiyumyNezhad and Dini, 2005, 26).

Leading organizations in the today world, by understanding the interactions reciprocal the organization, quality, human resources and effective management, the own secret of success are known in the use of modern methods of management and quality with the benefit of the educated people and believe that the valuable asset that provide them secures excellence are the staff who are equipped to thought quality oriented (Hosseini, 2007).

---

<sup>1</sup> Dr. Lecturer, Cukurova University Department of Business, msanal@cu.edu.tr

<sup>2</sup> PhD student, , Cukurova University Department of Business, fereshte\_karimivand@yahoo.com

is less so with confidence of 95% can be said that the sociability of staff on the dimensions patience of the quality- oriented of staff of national distribution of petroleum products is effective. The sociability of staff on the dimensions goal-oriented of quality-oriented of staff of national distribution of petroleum products are effective. The level of significance the r Pearson test was 0.000 and this level from the minimum level of significantly that is 0.05 is smaller it means that there is a significant relationship between the mentioned two variables of this hypothesis. According to the obtained coefficient of determination is equal to 0.228, this means that 22.8% of the dispersion observed in the dependent variable explained by the independent variable. That the sociability of staff on the goal-oriented of the quality-oriented of the national distribution of petroleum products of staff are effective. The results of this research with researches of Deborah Speak and Karl Mage (2010), Yang and Jen (2008), R. Kazemi Galye (2009), are aligned.

## **References**

- Alvani, Seyyed Mehdi, (2004). General management, Tehran, Ney publication, Tenth Edition.
- Bigliardi , B. Petorni, A. and Dormio, A. I.(2005), Organizational sociability, Career aspirations and turnover intentions among design engineers, *Journal of Leadership & Organization Development*, Vol26, No 6 , PP.-457-441
- Hosseini, Abdolreza (2007) Organizational sociability and its effectiveness, Tehran, *Journal of Human Sciences*, No. 65.
- Hosseini, S. M. K., & Bazmara, M. (2016). Investigation of the Quality Orientation of the Bank Employees and its Impact on Quality Improvement of Bank Services (Case Study: Benevolent Youth Gharzolhasaneh Institute in Branches of East Azerbaijan Province, Iran).
- Jafari, Mostafa, et al., *Total Quality Management*, Tehran, Rasa publication, Volume I, Fourth Edition, (2007).
- Kazemi, R., Mohaghegh, Z., & Mosleh, A. (2009). Incorporating organizational factors into Probabilistic Risk Assessment (PRA) of complex socio-technical systems: A hybrid technique formalization. *Reliability Engineering & System Safety*, 94(5), 1000-1018.
- Nadi, Mohammad Ali and Golparvar, Mohsen and Siyadat, Syed Ali, the organizational socialization and career aspirations of staff in work environments, Tehran, *Applied Sociology*, No. 37, Spring, PP. 159-176, (2009).
- Rezaeian, Ali, principles of organization and management, Tehran, Samt publication, Fifth Edition, (2003).
- Schermerhorn, John R. Yu Hunt, James Joy, Osborne, Richard N. (2003), organizational behavior management. Mehdi irannezhad Parizi, Mohammad Ali Babaei Zakilyky, Mohammad Ali Subhan Allah, Karaj, Khorshid, Fourth Edition, (2007).
- Soltani, Iraj Porsina, Mohsen, implementation of total quality management in simple language, Isfahan, Arkane danesh publication , first edition (2007).
- Spake, D. F., & Megehee, C. M. (2010). Consumer sociability and service provider expertise influence on service relationship success. *Journal of Services Marketing*, 24(4), PP. 314-324.
- Taormina , Robert. j , (2004) , Conver validation of two measures of Organizational socialization, *Journal of Human Resource Management* , Vol 18, No 5 ,PP. 76-97.
- Timurid Nejad, Dini Hussein, Gholamali (2005). Human Resources with quality of golden key of competition, *Tadbir monthly*, No. 160.
- Van Liere, K. D., Dunlap, R. E., Mertig, A. G., & Jones, R. E. (2000). New trends in measuring environmental attitudes: measuring endorsement of the new ecological paradigm: a revised NEP scale. *Journal of social issues*, 56(3), PP. 425-442.