

A Comparative Study of Methods of Service Empowerment, Evaluation, and Retirement of Human Resources in Education

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ABSTRACT:

This article is a review-library method, which was written according to the opinions of scholars in this field. The purpose of this study is to investigate the comparative study of the methods of service empowerment, evaluation, and retirement of human resources in education. The necessary content for writing this study was obtained through searching in databases (SID), scholar G and Google search engine. The obtained results show that comparative study is a research method that interprets and describes the differences and similarities between them by comparing and analyzing different types of data, characteristics, processes, or corresponding units in two or more cases. In the comparative study of these three methods in the field of education, we can examine the patterns, differences and connections between them and in this way improve the performance and efficiency of the education system.

Keywords: human resources, empowerment, evaluation, retirement, education

INTRODUCTION:

A comparative study is a type of research study in which information and data from two or more subjects or different samples are compared with each other. By comparing two or more subjects or samples, differences and similarities among them are identified. This type of study helps us to evaluate the effect of different factors on a phenomenon or situation in different conditions and environments. By conducting comparative studies, innovation and knowledge improvement in different fields can be promoted. Comparing data and results from comparative studies can help to make more correct and better decisions [1]. Comparative studies are used in various fields, from humanities, social sciences, market research, education to medical sciences and engineering. Through this type of study, it is possible to better understand the patterns, effective factors, and differences among subjects, and achieve more accurate analyzes and results [2]. Empowering services In the field of education means creating conditions and opportunities for people in this field, including teachers, administrative staff and other employees, to perform in the best possible way. This includes upgrading skills, continuous education, creating suitable platforms for teaching and learning, and effective team collaboration[3]. Evaluation of human resources is very important in education. This evaluation includes things like evaluating the performance of employees (especially

teachers), evaluating systems and processes, evaluating educational programs, and individual development programs. These evaluations are very vital for improving the quality of education and increasing productivity [4].

Retirement of human resources is also an important stage in the professional course of people. This stage requires proper planning, which includes transferring knowledge and experiences, creating more comfortable conditions for retirement, and supporting people in this stage [3]. Together, these approaches increase the quality of education and improve the performance of educational organizations [5].

On the other hand, TQM is a management method that generally focuses on improving the quality and performance of the entire organization. In the field of education, TQM can lead to improving the quality of education and educational services, including improving school performance indicators, improving educational processes and communication with parents and students. Evaluation of human resources in the field of education is the performance review and promotion of employees in order to improve the quality of education [4].

This evaluation can include a review of skills, performance, job satisfaction and 360-degree surveys for employees, managers and training coaches [2]. Pension management of employees and faculty members is of special importance in education.

This process should be done rationally and in accordance with the relevant laws and standards to provide a better opportunity to replace the experts to continue improving education. These topics are of great importance and their correct implementation can significantly improve the quality and performance of the education system[4].

Theoretical foundations of research:

In today's competitive world, without a doubt, one of the important tools in creating the transformation and survival of the organization and achieving the desired goals and missions is the new education programs and approaches [6]; In the meantime, what gives life to the transformation category and guarantees the survival of the organization is the human element and the development of human resources.

Today, training is considered as one of the methods of human resource development in organizations. Every organization needs trained and experienced people to fulfill its mission. Cultivating elite and skilled people, which is referred to as the development of human resources [7], is an inevitable necessity that organizations need to survive and progress in today's ever-changing world.

For this reason, training is considered as one of the main tasks of human resource management and it is always considered as an important factor in developing development plans or organizational changes. Many management and economics scholars believe that among the types of investments that are made in order to improve productivity and ultimately economic and social development,

Empowering human resources as the most effective element involved In the realization of efforts is considered the most important and profitable pillar of development [8]. Training and improvement of human resources in the current era is considered one of the Inevitable tasks of organizations and institutions in terms of specific time conditions; This is mainly implemented in the form of short-term or long-term formal training programs.

In any case, he paid attention to the point that simply providing training in the form of courses and training programs cannot be a convincing reason for improving the human resources in the organization, unless this issue is touched objectively by conducting a detailed and comprehensive evaluation [6].

[The educational program cannot be valuable and pay attention to Qaludad, unless this important comprehensive and complete evaluation is done. Educational trainers should not be responsible for the ratio, but they should be responsible for the transfer of these knowledge and skills to job performance [9].

In the field of education, empowerment, evaluation and review of human resources is very important. Of course, it should be noted that these cases can provide the best results in cooperation with other methods and management models [10]

**** Empowerment**:** This approach increases the authority and competence of employees to make

decisions and perform appropriate tasks. In education, empowering teachers and administrative staff is very vital to improve the education process and the attractiveness of the educational environment.

**** Evaluation**:** Investigating and evaluating the performance of human resources in education has an important effect on improving the quality of education. It can be used from 360-degree evaluation, subject-oriented evaluation to job performance evaluation.

**** Review of human resources (HR Retention)**:** Human resource management is important to maintain, attract and develop effective forces In education. Adequate wages, professional development, creating an appropriate work environment, and providing professional growth opportunities are key to attracting and retaining faculty and staff. These three elements can help to improve the performance and quality of education with cooperation. It is very necessary to implement a comprehensive and coordinated strategy for empowering and managing human resources [9].

Research Background:

Talebian and Wafaei (1400), the comparative study of human resources in education compares and analyzes the way of managing and using human resources in the field of education in different regions, schools or organizations. In this type of study, the characteristics, policies, methods, and practices related to human resources of employees and managers of educational organizations are compared. Comparative research of human resources in education usually includes things such as: 1. Resource policies and strategies

Human 2. Performance management and employee evaluation 3. Motivation and job satisfaction 4. Training and professional development 5. Organizational interactions and interpersonal communication 6. Work-life balance

With the comparative study of human resources in the field of education, it is possible to gain a better understanding of the best practices and management methods in this field and benefit from the experiences and organizational developments of others. 2. Khorasani and Agassi (2016), attention to human resources in organizations has taken a significant part of time and capital of organizations in recent years. It can be said that empowerment is not a new concept.

This concept is used in various ways throughout the new scientific sources of management, the history of using the term empowerment goes back to the establishment of a democratic system and the participation of employees in the decision-making of the organization under the various titles of participation and comprehensive quality management. Now most of the managers know Those who invest to any extent in the development and improvement of the level of human resources, guarantee the success, efficiency and competitive advantage of their organization.

In other words, the most effective way to gain a competitive advantage in the current situation, considering the tremendous changes and

developments, is to be more efficient and empowering the human resources of organizations. Therefore, one of the basic issues that managers face is empowering employees and as a result, increasing profits. Vari is an organization.

It is for this reason that the successful organizations of the world try to identify and strengthen the factors affecting the empowerment of employees and achieve the success of increasing the productivity of their employees by providing empowerment conditions. In this research, factors have been tried which affect the empowerment of human resources in organizations such as intellectual and mental ability, career enrichment, professional affiliation, sense of trust, employee approval, leadership style [8]

Abdulhian and Hashemnia (2019), this research was conducted with the aim of providing a model of empowering employees about to retire in order to optimize retirement days in education and training in Shahrood. The method used in this post-event research and the technique used, the survey and its statistical population include the employees working in the education sector of Shahrood city who will be honored to retire in the next 2 years.

The research tool was a questionnaire made by the researcher, which was carried out in education and training in Shahrood city after validation and reliability. This tool was designed and compiled based on the studied indicators of employee empowerment and the research model to measure the status of variables in the form of four hypotheses. The tests used in this research include Kolmogorov Smirnov tests, one-sample T-test, T is a two-sample and mean comparison test

The findings of the research showed that mental and psychological factors, financial and economic factors, family and social factors, as well as physical and individual factors have a significant effect on the empowerment of employees about to retire after retirement. Comparing the results of the current research and examining the framework and theoretical model of this research, it has been shown that the results are aligned with similar researches about the proposed hypotheses [9].

Fatahi et al. (1400), the comparative study of the methods of service empowerment, evaluation, and retirement of human resources in education means that by comparing and analyzing these three methods in the field of education, their differences, similarities, strengths and weaknesses are investigated. Will be This type of study helps researchers to gain a deeper understanding of these three issues in the field of education.

Service modernization:**

The basics of empowerment include things like customer focus, employee participation, process management, continuous improvement, and quality culture development. In the field of education and training, the implementation of TOTNMET can improve the performance of schools, the quality of

education and the satisfaction of customers (students, parents, administrators).

Evaluation:**

- Performance evaluation in the field of education helps us to evaluate the performance of each unit or individual and identify strengths and weaknesses. This process is important for improving processes, increasing productivity and improving the performance of the education system

Retirement of human resources:**

Pension management of human resources is also very important. Proper planning and transparent processes for employee retirement can improve organizational performance and use their experience and knowledge in a beneficial way.

Saif (1400), comparative study is a research method that looks for their differences and similarities by comparing and comparing and systematically analyzing two or more cases, characteristics, or groups of different cases. This method is usually used to investigate phenomena, patterns, and connections between different categories.

In a comparative study, often data and information are obtained from different sources and analyzed. This method can lead us to a deeper understanding of different processes, events, or situations and enable comparison and transfer of knowledge between different cases.

The main objectives of the comparative study include:

1. Identifying differences and similarities between different cases
 2. Examining factors influencing the differences
 3. Examining the effect of changes in one variable on other variables
 4. Forecasting future patterns and trends
- In general, comparative study allows us to become aware of the differences and similarities between different cases and gain a better understanding of different phenomena and processes.

Steven et al. (2018), the comparative study of evaluation in education compares and examines evaluation methods, tools, processes and results in the field of education. In this type of study, a comparison is made on the evaluations done in different educational systems and institutions. 7. Jankai et al. (2019), the comparative study of evaluation in education helps us to identify more effective models, procedures and tools in evaluating the performance of students, teachers, administrators and other members of the educational community.

This type of study can help to develop better evaluation methods in education and training, lead to improving the quality of education and improving the performance of educational institutions, and finally provide solutions for optimizing educational and training programs. Through this type of studies, it is possible to identify the strengths and weaknesses of evaluation in different institutions and use the experiences of others to improve their evaluation.

Robert (2020), a comparative study of human resources retirement in education compares and examines processes, policies, situations and experiences related to employee retirement in the field of education. This type of study is done to compare and analyze pension plans and policies, their effects on organizations and employees, and benefit from successful experiences in this field.

Klein (2018), the comparative study of human resources retirement in education and training helps to achieve the best approaches, patterns and processes related to employee retirement in this field. By comparing different cases, this type of study helps managers and decision-makers in the field of human resources training and education in promoting the retirement process of employees and maintaining their experiences and knowledge.

Salaber et al. (2019), by conducting comparative studies in the field of human resources retirement in education, it is possible to improve retirement processes, increase employee satisfaction for retirement, and optimize their exposure to challenges and risks in the field of education.

The purpose of the research

It is a comparative study of methods of service empowerment, evaluation, and retirement of human resources in education.

Research hypothesis

A comparative study of methods of service empowerment, evaluation, and retirement of human resources in education

Research method:

This article is a review-library method, which was written according to the opinions of scholars in this field. The necessary content for writing this study was obtained through searching in databases (SID), scholar G and Google search engine.

The findings:

Service empowerment: Service empowerment actually improves the skills, knowledge, capabilities and motivation of an organization's employees to provide better services and improve their performance and efficiency. In other words, service empowerment refers to a set of activities and programs aimed at improving the knowledge and skills of employees.[8] These programs usually include the following[7]:

1. **Professional training and development**: providing training courses, workshops, seminars and training courses to increase the knowledge and technical and managerial skills of employees.

2. **Enhancement of organizational culture**: Creating a suitable environment for learning, cooperation, promotion of motivation and trust among employees.

Promotion of organizational culture: creating a suitable environment for learning, cooperation, promotion of motivation and trust among employees.

3. **Development of leadership capabilities**: Training and development of the skills of managers and leaders for better leadership, motivation and establishment of an effective organizational culture.

4. **Using technology as an empowerment tool**: Using information technology and digital tools to upgrade skills and improve work processes.

5. **Encouraging collaboration and knowledge sharing**: Creating opportunities and environments to encourage knowledge sharing, experiences and collaboration among employees. Service empowerment ensures the improvement of the quantity and quality of services provided by the organization and improves the satisfaction of employees and customers.

Evaluation in education:

Evaluation in the field of education is a systematic process that aims to evaluate and measure educational performance and success, educational value, and measure the progress of students, teachers, schools, and educational policies. This process is done in order to improve the quality of education, make better decisions and improve the level of education and capabilities.[8]

The main evaluation activities in education are[9]:

Assessing student performance: measuring students' knowledge, skills, and abilities through tests, projects, and other assessment methods. 2. Evaluation of teachers and educational staff: such as evaluation of teacher performance, evaluation of school principals' performance, analysis of individual strengths and weaknesses and development of appropriate educational plans.

Evaluation of educational programs and policies:

Evaluating the effectiveness of educational programs, textbooks, the use of technology in education and educational policies.

Assessment of educational environment:

Assessment of physical conditions, facilities, safety, and welfare of students and school staff. 5. Assessment of school performance indicators: such as truancy rate, attendance rate, student and parent satisfaction, and other key indicators. Evaluation in education improves educational quality, improves the performance of students and educational staff, and clears existing issues and challenges. This process is an essential tool for continuous improvement and progress in the field of education.

Retirement of human resources of education:

resources in the field of education deals with the process of retirement or retirement of members of educational and educational boards. This is an Important process for human resource management in the education sector and is carried out in many countries under certain laws and regulations [5].

In general, the retirement of education human resources includes the following [7]: 1. Determination of retirement conditions: Determining the criteria and conditions necessary to enter the retirement stage for members of educational and educational boards, including teachers, lecturers, physical education consultants and educational experts.

Benefits and Pensions:** Determining the salaries, benefits and other things that retirees should have, such as pensions, insurances, other social and financial benefits.

Retirement Planning:** Conducting plans to transfer experience, knowledge and manpower from retiring members to new and emerging recruits.

Retirement Management: Providing programs and activities to support retirees during retirement, communicating with them and maintaining the relationship with education.

Evaluating the performance and effects of retirement: evaluating the performance and effects of retirement on the organization and improving the processes related to education and training.

Retirement of human resources in the field of education ensures the improvement of human resources management, maintaining the balance of the workforce and Improving educational productivity. This process improves working conditions, utilizes the experiences and knowledge of retirees, and provides a suitable replacement for the new workforce.

Service empowerment, evaluation, and retirement of human resources In education :

1.Enablement of services:

- Upgrading the skills and knowledge of employees: Keep the skills and knowledge of employees updated and strengthened by providing training courses, workshops and continuous training. – Granting competence to people: By giving necessary authority and qualifications to employees, you encourage them to perform more and better tasks. – Creating an interactive and dynamic work environment: A work environment that has interaction between employees and stimulation of new Ideas can increase creativity and efficiency.

2.Evaluation:

Regular Performance Appraisals: Scheduling weekly, monthly or yearly appraisals to evaluate employees' performance helps them identify their strengths and weaknesses. - Setting specific goals: setting goals and setting specific goals for employees can help increase their concentration and efficiency.

- Constructive feedback: Providing constructive feedback to employees about their performance and offering suggestions for improvement can help their personal and professional development.

****3Retirement of human resources:***

- Human resource planning: designing retirement plans and exit missions can help employees in the retirement phase [10].

Flexibility: Offering a variety of retirement options, including installment options, helps people better plan their exits to suit their needs. **Organizational culture support:** Organizational culture that supports employees in every stage of their activities, including the retirement stage, can be of great importance.

These methods help managers and education officials to improve their human resources and improve the productivity and quality of educational services [8].

Components of service empowerment, evaluation, and retirement of human resources in education:

The components of service empowerment, evaluation and retirement of human resources in the field of education can be [6]:

1.Enablement of services:

Training and improving skills: providing continuous training and upgrading technical and scientific skills to teachers and educational staff. – Granting competence and authority: creating an environment where employees can make decisions and implement them. – Providing up-to-date tools: using new and up-to-date technologies in educational processes and services.

**** 2Evaluation***

- Determining clarity in goals and expectations: determining goals in advance and relating them to organizational goals for individuals. - Continuous feedback: Providing constructive and continuous feedback to employees to evaluate performance and improve. – Skills development: determining the training needs of employees based on performance evaluations

****3Retirement of human resources:**

- Direct retirement planning: creating organizational retirement plans and individual preparation for retirement. – Retention of knowledge and experience: Creating a process to transfer the knowledge and experience of retired employees to new employees. – Maintaining communication: creating a space for communication and supporting employees in the final stages of their careers. These components, with their cooperation and simultaneous use, can guarantee the improvement of the performance and quality of educational services In educational and educational organizations

Discussion and Conclusion:**

- Comparative study is a research method that interprets and describes the differences and
- similarities between them by comparing and analyzing the types of data, characteristics, processes, or corresponding units in two or more cases. In the term, comparative scientific study refers to the comparison between two or more subjects, characteristics, items or similar items of data, changes or units of study. This is a useful method for different interpretations and analyzes or checking and comparing different factors on a phenomenon. Comparative study can be done In various fields, including social, economic, educational, medical sciences. This research method is usually used In quantitative and qualitative research and allows researchers to examine patterns, changes and relationships between different units. Comparative study can help us learn more about the differences and similarities between different cases, and gain a better understanding of them and the trends that occur in different contexts. In the field of education, empowerment, evaluation and retirement of human resources all play an important role In improving the performance and quality of educational services. Below is a general explanation of these three items: 1) Service empowerment :
- In education, empowering services means improving the skills, knowledge and capabilities of employees. This action can help improve the achievement of organizational goals by providing appropriate training, professional development, encouraging learning and high productivity
- **Evaluation:**
- Performance evaluation in education can help employees to identify their defects and weaknesses and improve their performance. Different evaluation methods can be used to serve as a tool for improving processes and personal and professional development of employees.
- **Retirement of human resources:**
- In education, human resource
- Management you need to have proper retirement and medical plans to help overseas organizations. This includes reasonable financial planning, acceptability in the retirement process and psychological support for employees at this important stage. A proper balance between these three elements can help

improve the overall performance of the education organization and address the quality of the services provided by them. The correct and effective implementation of these methods requires detailed planning, intelligent management and the commitment of employees and managers of the organization.

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