Original Article (Quantified)

Investigating the effect of Mock-based training on the performance of Tehran Municipality employees

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Abstract

The purpose of this research is to investigate the effect of mock-based training on the performance of Tehran Municipality employees. The current research is applicable in terms of its purpose, and survey-cross-sectional in terms of the research implementation method. The statistical population included 70 employees in the Line and Headquarters units of Tehran Municipality, and in total, by Morgan's table, and using stratified random sampling, 60 employees from three units (General Administration of Welfare and Veteran Affairs, Center Administrative renovation and transformation of Tehran Municipality and Tehran City Planning and Studies Center) were identified and selected from the field of Municipal Planning Deputy. The sampling method is stratified-relative. The collection tool in this research is a researcher-made questionnaire and a standard employee performance questionnaire (Stephen, 2005). In order to confirm the final research model, confirmatory factor analysis was performed. SPSS and PLS software were used for data analysis. The constituent components of Mock education model included goals, audience determination, needs assessment, feasibility, title selection, title type, platform selection, content, support, interactive platform, audience involvement, evaluation strategy; and the findings of the research showed that education based on Mock has a positive and significant effect on the performance of municipal employees and showed that the overall fit of the model is appropriate.

Extended abstract

Introduction

The most important and fundamental issue of any organization is the job performance of its human resources. The necessity and increasing role of performance evaluation in the success of organizations and its use in the current environment has become inevitable in the field of professional management. The municipality, as a large and effective organization, is required to respond to the citizens and stakeholders in urban affairs, and therefore, examining the results and evaluating the performance is considered an important strategic process in it, and this process in the form of a two-way relationship will result the increase of quality and effectiveness of management and performance (Sabziyan & Foadchi, 2019).

In order to take advantage of the proper performance of the employees in the municipality, help should be taken from the category of training. In fact, employee training is the most effective tool for managers to deal with environmental changes and guarantees proper service delivery, especially in service and government organizations. If these trainings are compiled and implemented regularly and purposefully for the real needs of employees, it will not only improve the performance of employees and the organization, but also improve the skills of managers and increase the satisfaction of employees and clients (Rahimi Kia et al., 2022).

Research shows that not using mock courses affects the teaching and learning of employees and their performance, job satisfaction and educational justice. This is despite the fact that the use of mock courses can improve the level of technological literacy among employees and make them strong in every way so that they can perform optimally. It can also cause a transformation in the work system and ultimately the job satisfaction of employees (Nong et al, 2022).

Therefore, the researcher is trying to answer the question: what effect does MOCK-based training have on the performance of Tehran Municipality employees?

Literature

Mock is an online course that is offered freely through the web to an unlimited number of participants. These courses are usually similar to university courses. Most of them have a specific start and end time. In addition to common content such as videos, texts, and a collection of these tools, Mocks creates an interactive space for employees and managers to participate in. These courses were able to attract different groups of people from many countries of the world. The qualitative courses that were taught by professors from many prominent universities in the world took an important step to use equal educational opportunities. The only prerequisite for participating in many of these courses is only a computer and an internet connection (Li & Baker, 2017).

Performance has been defined as activities that are usually part of a person's job and activities and must be performed. In another definition, job performance is defined as the organizational value of the employee's job behaviors in different times and job situations. The meaning of organizational value is an estimate that the organization performs on the activities and services of its employees, such as performing a job task or having a suitable working relationship with other employees (Sony et al, 2016).

Abedini Baltork et al, (2022) investigated the construction and validation of the Mock-based curriculum scale in higher education. The result of the confirmatory factor analysis showed that the curriculum based on Mock includes managerial, technological, human resource, goal, content, teaching strategies, learning and evaluation issues. The values of TLI and CFI indices are at the optimal level and more than the cut-off point of 90. Therefore, the model has a good fit with the data.

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Ramzani et al, (2021) investigated human resource management and the relationship between in-service training and empowerment with the performance of Bojnord Municipality employees. The results of their research showed that there is a positive and significant relationship between in-service training and employee empowerment components and the employees' performance.

Research methodology

The current research is applicable in terms of its purpose, and survey-cross-sectional in terms of the research implementation method. The statistical population included 70 employees in the Line and Headquarters units of Tehran Municipality, and in total, by Morgan's table and using stratified random sampling, there were 60 employees from three units (General Administration of Welfare and Veteran Affairs, Center Administrative renovation and transformation of Tehran Municipality and Tehran City Planning and Studies Center) were identified and selected from the field of Municipal Planning Deputy. The sampling method is stratified-relative. The collection tool in this research is a researcher-made questionnaire and a standard employee performance questionnaire (Stephen, 2005). In order to confirm the final research model, confirmatory factor analysis was performed.

A researcher-made questionnaire was used to collect data related to Mock-based education. A questionnaire (Stephen, 2005) was used to collect data related to employee performance.

Research findings

SPSS and PLS software were used for data analysis. The constituent components of Mock training model included goals, audience determination, needs assessment, feasibility, title selection, title type, platform selection, content, support, interactive platform, audience involvement, and evaluation strategy; and the findings of the research showed that education based on It has a positive and significant effect on the performance of municipal employees and showed that the overall fit of the model is appropriate.

Conclusion

The present study was conducted with the aim of investigating the effect of Mock-based training on the performance of Tehran Municipality employees. The results of this research corresponds with the results of Abedini Baltork et al, (2022), Ramzani et al, (2021), Meneses et al, (2020), Xing (2019), Farzan et al, (2020), Haron et al, (2019), and Vasudev (2020). In the research of Fathi Hafshejani et al, (2022), three components were obtained based on the findings. The first category is the educational process with 6 sub-components (educational goals of courses, the contents of educational courses, various professional learning methods, professional educational activities, educational resources, performance evaluation courses); the second category is the support part with 5 sub-components (educational coverage of staff, educational support, educational costs, educational motivators, educational method capabilities); and the third category of the operational section with 3 sub-components (educational areas, additional skill training, creating professional soft skills).

Also, the result of this study has shown the possible consequences of MOCK's educational functions in the workplace, that stakeholders including organizations, companies and employees can use it in their educational system with confidence and with more attention to these functions, because it can dare be said that most organizations in Iran are still unaware of its potential educational benefits. In a world where with the rapid development of technology, being online is considered a necessity both personally and professionally in organizations, including our country, and it is expected that today's workforces are highly skilled and continuously improve their skills with the world's current standards, and they can acquire

these new skills through lifelong learning, i.e. Mocks, in an advanced digital environment. According to the results of the research, it is suggested that the objectives of the implementation of MOCK be formulated according to the needs of the beneficiaries. Therefore, a working group consisting of educational planners, course instructors, and administrators of Tehran Municipality should be formed and decide on this matter. It is suggested that the target audience of Mock be determined by the educational planners of the municipality so that a curriculum related to them can be developed. For this purpose, supervisors of job units in the municipality should give the required information to training planners during meetings. At first, evaluators from Tehran Municipality will be assigned to evaluate the municipality's need to have a Mock. These evaluators are employees of the educational management department of the municipality. The possibility of implementing Mock in the municipality can be monitored by internal evaluators and managers.

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