



**International Journal of Biology, Pharmacy
and Allied Sciences (IJBPAS)**

'A Bridge Between Laboratory and Reader'

www.jjbpas.com

**STUDYING THE EFFECT OF QUALITY OF IMAM KHOMEINI RELIEF
COMMITTEE ON CLIENT SATISFACTION**

JAVAD MEHRABI

Department of Public Administration, Qazvin Branch, Islamic Azad University, Qazvin, Iran

ABSTRACT

Imam Khomeini Relief Committee as an institution created from the Glorious Revolution put the custodianship and addressing the problems of disadvantaged clients in all possible areas on its agenda. The current study is descriptive and qualitative in terms of data and a filed-survey study in terms of research method. It is also cross-sectional in terms of execution time. The statistical community of this research includes aid clients and Imam Khomeini Relief Committee of Alborz Province. The sampling method used in this study is a random sampling that the number of 390 subjects have been selected as study sample using Morgan Table. Structural equation modeling and one-sample t-test techniques were used to test the hypotheses. Findings show that job creation, paying employment loans, paying loans to women heads of household, technical and vocational education and training for poultry and livestock have a positive impact on the level of client satisfaction ($P < 0.01$). In general, the more coherent and purposeful services are provided, the more satisfaction of the clients under coverage.

Keywords: Aid Clients- Relief Committee - Employment- Education- Quality Services

INTRODUCTION

In terms of the diversity of services and population coverage and support, Imam Khomeini Relief Committee has devoted a special place in the country in the part of social security in such a way that the most important feature of this institution is relying

on public participation in relief matters. One of the areas of Relief Committee activities is self-sufficiency and employment which involves identifying potential candidates for jobs and employment, paying loans to rural women heads of household, poultry and

livestock production and training, vocational training, provision of loans by the State Budget Act and the provision of self-sufficiency space. Since a significant amount of funds of this foundation is spent each year on these services to clients, measuring the success of self-sufficiency plans of Relief Committee and finding improvement ways as well as increasing their productivity is important.

1. Overview and Review of literature

1.1. Problem statement

One of the objectives of the Imam Khomeini Relief Committee is to support the poor, providing the fields of blossoming talent and potential abilities of people under coverage and create appropriate contexts to achieve their independence. For the quality of services is vital to achieve client satisfaction and subsequently to achieve the goals and vision of the establishment of this committee. Management experts considered client satisfaction as the most important management tasks and priorities outlined in Imam Khomeini Relief Committee. The need for sustained commitment of top managers for their satisfaction has been considered as the prerequisite or the success of the organization. Thus, this study aims to evaluate the quality of services provided by the Committee to increase the efficiency and effectiveness of

the services provided by this committee to give a correct answer to the question above.

Research Hypotheses

- Job creation in the regions covered by the Imam Khomeini Relief Committee causes satisfaction among clients.
- Paying loans to women head of households by Imam Khomeini Relief Committee will create satisfaction among relief clients of this committee.
- Training the production of poultry and livestock caused by the Imam Khomeini Relief Committee will create satisfaction among relief clients of this committee.
- Technical and vocational education by the Imam Khomeini Relief Committee causes satisfaction among relief clients of this committee.
- Paying employment loans by the Imam Khomeini Relief Committee causes satisfaction among relief clients of this committee.

1.2 The importance and necessity of research:

The assessments conducted showed that the perception of relief clients from the services is formed within the framework of its expectations, i.e. satisfaction is the difference between the expectations and perceptions. Hence, it has been emphasized that it should be viewed beyond the customers' expectations

and such an approach has meant that we've gone beyond the boundaries of competition in the provision of quality of service (Forouzandeh, 1888). Employment and job opportunities is one of the most important and pivotal plans of Imam Khomeini Relief Committee that first economic income of households will be increased and second self-esteem and self-confidence in households under coverage will be expanded and third, it will be led to reduced unemployment rate, increased production and finally social-economic development. Evaluating the performance of this institution in self-sufficiency part and employment is necessary and important which will ultimately lead to increased levels of client satisfaction.

1.3 The specific objectives of this research

1-3-1- ambitious goal:

The ambitious goal of this study is to increase the satisfaction of relief clients by taking the orientation of presenting services by Imam Khomeini Relief Committee.

1-3-2- The general goal:

The overall objective of this study was to evaluate the quality of Imam Khomeini Relief Committee's services on client satisfaction.

1-3-3- special purpose:

Identifying factors that increase the quality of services provided by the Relief Committee.

1-3-4- practical purpose:

Creating proportions between presenting the services and the satisfaction of relief clients using full recognition of the increasing amount of quality to increase the amount of relief clients' satisfaction.

1.4. Literature Review:

History of the formation and foundation of organization of this institute dates back to the years before the revolution almost 1963 that some of the early revolutionists of Islamic movement who were among the relatives and colleagues of Imam Khomeini and some of them are the current authorities of this institution.

Research Method

2.1 Variables under study

In this study, the level of client satisfaction as the dependent variable and vocational education and training of poultry factors, paying loans and employment have been considered as independent variables.

2.2 Methods and tools for data collection:

To collect data, field studies, such as direct observation, interviews and library studies including document review records, books, papers, reports and Internet search are used. Of the important tools are questionnaire and taking notes. The present study is descriptive-analytic and in terms of the type of data is

quantitative and in terms of research method, it is a field-survey research.

2.3 Study population, statistical population and sample population:

The statistical population includes all people, events or things that the researcher wants to study them so that they may be at least in one common trait (Sokaran, 2001, p. 296). The statistical community of this research is all the staff and clients at the Relief Committee. Sample and sampling are the most important topics in humanities statistics. Also, due to the size of the population or the subjects of the study, the researcher is forced to take sample. On the other hand, confidence in the findings of a study was measured by the accuracy of its sampling. (Sarookhani, 2002, p. 154). The sampling method used in this research is random sampling. Morgan Table is also used to determine the sample size and according to the number of community that is about 70,000 people, a statistical sample of 390 cases were selected.

2.4 Methods and tools for analyzing data:

In this study, data were analyzed using the softwares SPSS 22 and LISREL 8.80. The results are presented in two descriptive and analytical results. In the section of descriptive findings, the main demographic variables using frequency amounts, frequency percentage, mean and standard deviation were

described. Normal distribution of data was measured using skewness values (tilt) and elongation. Test reliability was assessed using Cronbach's alpha coefficient and reliability of the questionnaires was performed using confirmatory factor analysis. In the analytical findings and hypotheses testing, structural equation modeling techniques and one-sample t-test were used. Maximum alpha error level to test the hypotheses was considered $P < 0.05$.

RESULTS

2-5-1- descriptive statistics

Describing the demographic variables

As can be seen in **Table 1**, Two-thirds of respondents i.e. 66% are male and 34% are female. Half of the subjects (50%) aged between 31 and 40 years old. 16% aged between 2 and 30 years, 29% between 41 and 50 years and 5% more than 50 years old. The results show that the frequency percentage of those studying in the Diploma and below Diploma is 44 percent, those who have upper Diploma and BA degree are 49% and only 7% are those with a master's degree or higher.

Practical suggestions to increase client satisfaction

In this section, some suggestions to increase the amount of client satisfaction of the services provided by Imam Khomeini Relief Committee are given in **Table 1.1**

Describing the main variables

Studying the mean achieved show that all mean derived are more than the average value (3). Average employment variable is equal to 3.62, paying employment loans is equal to 3.69, paying loans to women heads of households is 3.59, vocational training is equal to 3.64 and Poultry and Livestock mean training factor is equal to 3.59. The highest average was related to the factor of employment loan payment.

The normality of the data was following discussed. Skewness and elongation tests are used to determine the distribution of the data (normality). The results are reported in **Table 2**. Regarding skewness and elongation, some statisticians prefer $1 \pm$ interpretation about skewness and elongation or both (Mizer, Gamest, Garino, 2012: 85). This means that if the skewness (symmetric distribution) and elongation (accumulated score in a distribution center) is greater than $1 \pm$ (it is not in the range of -1 to +1), it will be considered an important factor for deviation from normality. Totally, the results achieved from skewness and elongation tests show that research variables have normal distribution (or nearly normal). Skewness and elongation values of all variables is obtained in the range of $1 \pm$. It shows that the distribution of the original variables does not have a significant deviation from the normal distribution.

Assessing the validity and reliability of research tool

Confirmatory factor analysis technique is used to examine the validity of research tools and internal consistency and Cronbach's alpha methods are used to assess the reliability. In the confirmatory factor analysis, the researcher aims to assess the proposed measurement model. Confirmatory factor analysis is a technique that shows how the items allocated to hidden variables are matched with data collected. Confirmatory factor analysis assess measurement based on one-dimensionality and the concepts of reliability and validity (Brown, 2006).

In **Table 3**, factor loadings and reliability values (Cronbach's alpha) have been reported. Load factor represents the correlation of each item (open variable) with each variable (hidden variable). Factor loadings of 0.40 was considered as the minimum base load factor and items or questions that have a load factor of more than 0.40 were retained in the final analysis. According to the results in **Table 2**, all factor loadings obtained are more than 0.40. Factor loadings obtained are from 0.51-0.97 that all of them become significant ($P < 0.01$) that demonstrate the validity or reliability of questions of the questionnaire is approved.

After examining the validity of the variables, the reliability parameters were evaluated. The reliability of variables were examined through internal consistency and Cronbach's alpha methods. The general rule is that the Cronbach's alpha of a scale should be at least 0.70 (Beris, Camp and Senelgar 466: 2012). Cronbach's alpha values are presented in **Table 3**. As can be seen, all variables have acceptable reliability. Average employment variable is equal to 0.81, paying employment loans is equal to 0.87, vocational and technical training is equal to 0.80 and Poultry and Livestock training Cronbach's alpha has been achieved 0.87. Reliability of paying loans variable to rural women heads of households is equal to 0.75 and the total reliability has been achieved 0.93.

Inferential Findings

Testing the model

Structural equation methods estimates the amount and intensity of relationships between variables. This techniques shows the direct effect of one variable on another and the effect of other variables that are located between these two variables (confounding or intermediate variables). If it is assumed that the hypothetical model is correct, it can be said that the information derived from the model exactly shows the same basic processes (causal) among variables (Mariuama, 8:

2010). The conceptual model was tested using structural equation modeling techniques. **Figure 1** shows the research model in a standardized coefficients. The obtained model parameters' indices and test significance of research hypotheses based on the results of structural equation modeling will be examined in continuous.

After estimating the model parameters, the question that arises is to what extent the model is consistent with the relevant data. The answer to this question is possible only through studying the model fitting. Therefore, in the analysis of structural equation, the researcher must ensure the model fitting following estimating the parameters and their interpretation (Kalantari 127: 2008). Following, some of the most important indicators of fitting have been reported.

Chi-square index reached is located in a significant level (P-Value) of less than 0.05. The ratio of chi-square to degree of freedom is obtained 2.59. RMSEA index value is 0.068, GFI index is equal to 0.96, PGFI Index is 0.70, CFI Index is equal to 0.94 and NFI index is equal to 0.92.

In addition, by assessing all fitting parameters, it can be deduced that the obtained fitting indices are acceptable and total represents the proper data fitting with the model.

Studying the results of the structural model

Test results of the structural model are reported in **Table 4**. Standardized path coefficient and t-test value are reported. As can be seen, studying the relationships and research conceptual model shows that all research variables has been approved in a confidence level of 99% ($P < 0.01$). Structural model test results show that job creation factor has a significant relationship with clients satisfaction ($P < 0.01$). The direction of the relationship achieved is positive and the correlation coefficients obtained is equal to 0.94. There is a significant relationship between paying employment loan factor and clients satisfaction and the paying employment loan factor has a positive effect on clients' satisfaction at the 99% confidence level. The intensity of the relationship between two variables is equal to 0.98. Results of testing the structural model indicate that paying loans factor to rural women heads of households has a significant with client satisfaction ($P < 0.01$). The direction of the relationship is positive and the standardized coefficients obtained is equal to 0.99. There is a significant relationship between the technical and professional training and client satisfaction. Technical and vocational education factor has a positive impact on client satisfaction at the 99%

confidence level. The intensity of the relationship between two variables is equal to 0.69. Poultry and livestock training factor has a significant relationship with client satisfaction ($P < 0.01$). The correlation is positive and standardized coefficients obtained is equal to 0.67.

Testing the hypotheses

Then, the research hypotheses are analyzed and explained using a one-sample t-test. In this test, the sample mean has been compared with value 3 that has been considered the average value. If each of the factors influencing clients' satisfaction is greater than 3 and has a significant difference with this assumed value, the research hypothesis is confirmed.

Testing hypothesis 1: Job creation in the regions covered Imam Khomeini Relief Committee is effective on client satisfaction.

One-sample t-test results on the effect of job creation on client satisfaction suggests that given the significant amount of testing that is obtained less than 0.05 ($P < 0.05$), job creation is effective on client satisfaction of Relief Committee. The mean value of job creation variable is equal 3.62 that is higher than the average level and has a significant difference with average level.

Testing hypothesis 2: Job creation in the regions covered Imam Khomeini Relief Committee is effective on client satisfaction.

The results showed that paying loans to rural women heads of households by the Relief Committee is effective on client satisfaction ($P < 0.01$). One-sample t-test showed that average loans paid to rural women is equal to 3.59, which has a significant difference with the average level.

Testing Hypothesis 3: Poultry and livestock production education by the Relief Committee is effective on client satisfaction.

One-sample t-test showed that the third sub-hypothesis is approved ($P < 0.05$). T value obtained that is equal to 14.80 is significant at significance level of less than 0.05 that show production of poultry and livestock has a significant impact on client satisfaction. Average poultry and livestock production is obtained equal to 3.59.

Testing Hypothesis 4: Technical and Vocational Training by Relief Committee is effectively on client satisfaction.

Research fourth hypothesis was statistically confirmed ($P < 0.05$). The mean obtained for vocational and technical education is equal to 3.64 which is statistically different from the average value (3). According to the results achieved, it can be concluded that technical

and vocational education by the Relief Committee is effective client satisfaction.

Testing Hypothesis 5: paying employment loans by the Relief Committee is effective on client satisfaction.

One-sample t-test to assess the impact of paying loans by the Relief Committee to client satisfaction showed that T value obtained is equivalent to 14.50 that is located in the assumed significant level ($P < 0.05$) and the fifth hypothesis of this research is confirmed. The mean obtained for paying employment loans is equal to 3.69 which is greater than the average value. The results show that paying employment loan is effective on client satisfaction.

Research Final Model

Based on the analysis of data collected from the statistical community, the following diagram is identified and presented as the research final diagram (**Figure 4**):

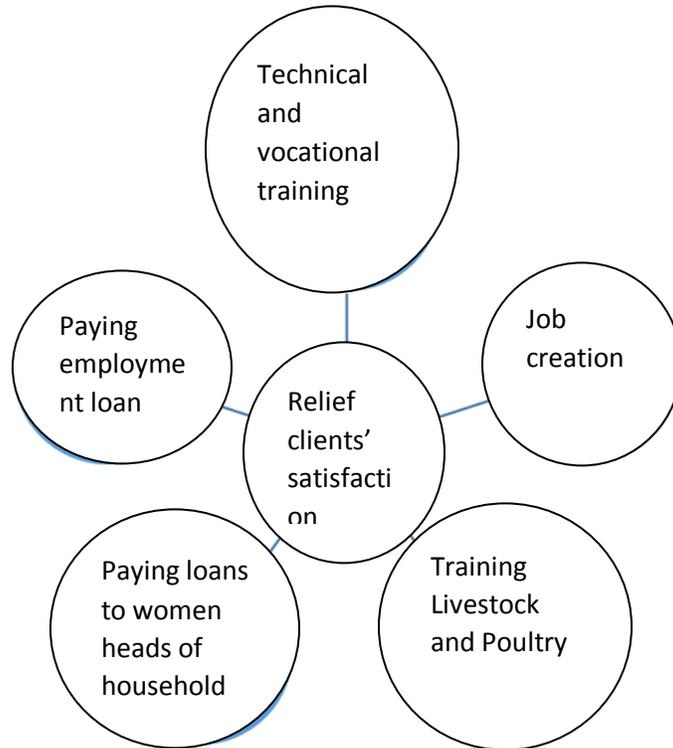


Figure 1: The basic and proposed research model

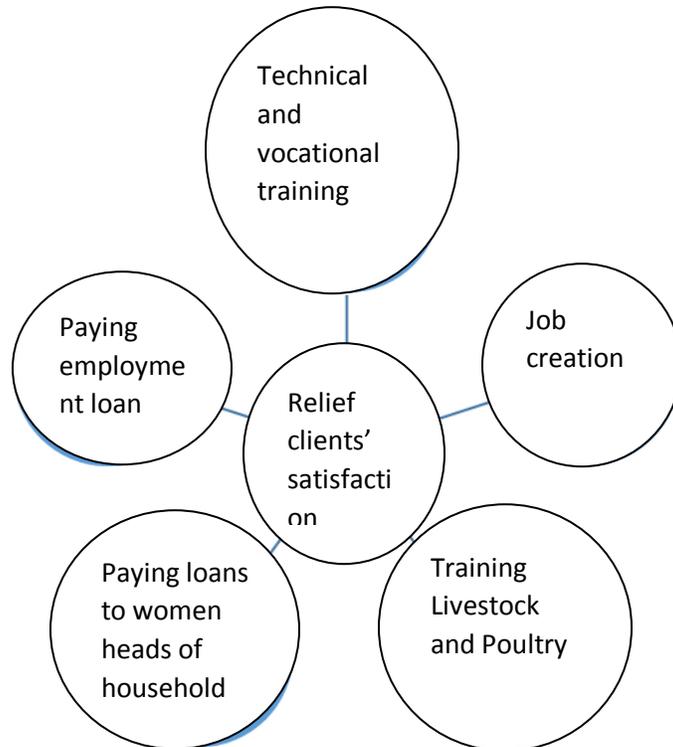


Figure 4: research final diagram

Table 1: Sample of research conducted

Row	Name and surname of the researcher	Research subject	A summary of research
1	Fattaneh Baharwand	Emotional intelligence in dealing with job performance (Case study: Imam Khomeini Relief Committee)	These findings suggest that there is a significant positive relationship between emotional intelligence and job performance. Also a significant positive correlation was confirmed between all the components of emotional intelligence and job performance in the study sample.
2	Yadollah Karami	Identifying effective factors on success of self-employment schemes and job creation of Imam Khomeini Relief committee with an approach to social entrepreneurship	Based on the research findings, structural factors predicts 0/32, underlying factors 0.41 and behavioral factors predict 0.34 of the variance of self-reliance projects variable. Variables of investment and employment (structural factors), innovation, creativity and identifying opportunities (behavioral factors) and incentives and rules (underlying factors) are relatively strong predictor components of in the success of self-reliance schemes of Imam Khomeini Relief Committee.

Table 1: The frequency and the frequency percentage of the demographic variables

Features	Frequency	Frequency percentage
Gender		
Male	258	66
Female	132	34
Academic level		
Diploma and below diploma	173	44
Upper diploma Bachelor's Degree	189	49
Master's degree or higher	28	7
Age		
20-30 years	61	16
31-40 years	195	50
41-50 years	114	29
Over 50 years	20	5

Table 2: Reviewing indices of average and standard deviation and the normal distribution of variables

Variable	Mean	Standard deviation	Skewness	Elongation
Job creation	3.62	./68	./173	-./744
Paying employment loans	3.69	./94	-./598	-./426
Loans to women of heads of households	3.59	./92	-./203	-./594

Technical and Vocational Education	3.64	.72	-.336	-.809
Poultry and Livestock Education	3.59	.78	-.082	-.702

Table 3: Examining the validity (load factor) and reliability (Cronbach's alpha) of research variables

Factors		Question No.	Load factor	t value	Cronbach's alpha
Factors influencing client satisfaction	Job creation	1	.64	12.92	.81
		2	.76	15.95	
		3	.61	12.14	
		4	.51	9.87	
		5	.70	14.43	
		6	.63	12.56	
	Paying employment loan	7	.75	16.75	.87
		8	.97	24.43	
		9	.75	16.86	
		10	.69	14.97	
	Vocational and technical training	13	.81	17.09	.80
		14	.69	14.15	
		15	.75	15.63	
		16	.62	12.35	
	Poultry and Livestock training	17	.77	17.10	.87
		18	.79	17.68	
		19	.85	19.87	
		20	.81	18.32	

Table 4: Studying the relationship among models, the standardized coefficients and the t value

Type of Relationship	Standardized coefficients	Significant level (t value)	Result
Relationship between employment and client satisfaction	.94	11.41	Relationship confirmed
Relationship between paying employment loan and client satisfaction	.98	14.17	Relationship confirmed
Relationship between paying loans to rural women heads of households and client satisfaction	.99	16.92	Relationship confirmed
Relationship between technical and vocational training and client satisfaction	.69	11.39	Relationship confirmed
Relationship between poultry and livestock training and client satisfaction	.67	11.99	Relationship confirmed

Note: All relationships are significant at the 99% confidence level (P<0.01)

Table 5: Results of one-sample t-test and testing research hypotheses (df= 389)

Variable	Mean	T value	Significance level	Result
Job creation	3.62	18.17	< .001P	Hypothesis confirmed
paying loans to rural women heads of households	3.59	12.66	< .001P	Hypothesis confirmed
poultry and livestock training	3.59	14.80	< .001P	Hypothesis confirmed
technical and vocational training	3.64	17.73	< .001P	Hypothesis confirmed
Paying employment loan	3.69	14.50	< .001P	Hypothesis confirmed

Table 6: Proposed strategies of the survey to increase client satisfaction

(Main indicators)	Practical suggestions
Job creation	Creating jobs and building the groundwork for attracting clients trained in the labor market
	Managing and supervising on the implementation of clients' self-employment schemes
	Technical and logistical support of entrepreneurial clients
	Providing employment and self-sufficiency space for clients
	Insurance of employment and self-sufficiency Participants plans
	Utilization of resources and potential and actual employment opportunities in developing regions of the country
Employment loan	Identification of potential people for employment and self-sufficiency and the degree of their skill and the performance
	Paying loans for self-sufficiency and providing raw materials
	Providing clients for the use of banking facilities to create and launch a suitable career
	Creating suitable job opportunities for potential clients from credits funds for the employment of needy people
Loans to rural women	Paying loans to improve the lives of rural women heads of household
	Paying loans to rural women heads of household from the credit funds of Hazrat Zeinab schemes
Technical and Vocational Education	Providing Vocational training to enhance the level of scientific awareness and technical skills of clients
	Increasing the intrinsic motivation of clients to develop technical and vocational education
	The use of new technologies in vocational training

	Taking advantage of the experience of other clients in improving the quality of education
Poultry training	Preparing the grounds for individual and group self-sufficiency of diligent and successful clients
	Monitoring and controlling poultry production and quality control of products
	Helping the marketing and sale of products to clients

CONCLUSION

Providing satisfactory service to clients covered by Imam Khomeini Relief Committee plays an important role in empowering these people. But since the implementation of these projects is costly and on the other hand, the number of households covered are increasing, if satisfactory plans are implemented with regard to socio – economic considerations of households and also the time required to obtain the consent of the household is reduced, the financial burden of this institution is not only reduced, but also more households can be covered by implementing more dynamic programs. Therefore, the identification of potentials and social - economic indicators of Imam Khomeini Relief Committee (RA) and identifying the basic aspects of client satisfaction will provide a powerful tool for the planners and decision-makers of the committee. In this regard, five factors namely 1. Job creation, 2. Paying loans to rural women heads of household, 3. Poultry and livestock production and training, 5.

Technical and professional education, and 5. Paying employment loans. These are the factors that must be considered by the Imam Khomeini Relief Committee which 19 indicators are presented survey these factors.

REFERENCES

[1] The Quran and Hadith
 [2] Seyed Javadin, Reza, Kimiae; Maoud, Quality Management of Services, Negah Danesh Publications, 2005.
 [3] Kazazi, Abolfazl, control management of total quality (practical approach), the Center for Public Management Education, 1989.
 [4] Reza Zadeh, Ebrahim, Rezaie Zadeh, Yaghoub, map of quality function deployment (QFD) to improve the postal service (express mail), Postal Thesis, Faculty of Applied Posts and Telecommunications, 2004.
 [5] Kalantari, Khalil, data processing and analysis in social and economic research. Tehran - Sharif Publishing, 2003.

-
- [6] Mansouri, Momen, analyzing statistical data using SPSS, Tehran, Ketab Publication, 2007.
- [7] Azar, Adel, statistics and its application in management (statistical analysis), SAMT Publications, second edition, fall 2006.
- [8] Etezadpour, Nahid and Rajabirad, Fahimeh, Social Security in Iran, Institute of Social Security Research, Tehran, 1986.
- [9] Center of Statistics of Iran, Statistical Yearbook, various years.
- [10] Research center of Islamic Council Parliament, a research report related to the comprehensive welfare and social security (No. 1-13), Research Department of the Office of Economic Studies, 2002.
- [11] The statistical summary document of Imam Khomeini Relief Committee, 2012.
- [12] Management and research document of Imam Khomeini Relief Committee 2012
- [13] Introduction Document of Imam Khomeini Relief Committee, 2012.
- [14] Zolfaghari, Ali Mohammad, recognizing the success of self-sufficiency plans of Imam Khomeini Relief Committee at Semnan province and providing practical solutions to improve the project, 2003.
- [15] Kolvani, Abbas, Assessment and evaluation of factors affecting social and economic conditions of the families covered by the self-sufficiency plan of Imam Khomeini Relief Committee, Isfahan province, 1988.
- [16] Naderi, Ezatollah, studying the factors affecting self-sufficiency and self-employment of clients covered by Imam Khomeini Relief Committee in Kerman province, 2003.
- [17] Ghadimi, Mahdi, surveying the performance of Imam Khomeini Relief Committee in Zanjan province in self-sufficiency plan and studying the areas to develop this plan among Families covered with emphasis on economic aspects, 1888.
- [18] Foruzandeh, Lotfollah, studying the socio – economic effects of self-sufficiency plans on the families covered by the Relief Committee Imam Khomeini in Chahar Mahal and Bakhtiari province, 1888.
- [19] Totonchi, Jalil, Evaluation of the success of self-sufficiency plans in making the clients self-sufficient
-

under coverage at Yazd Province,
1887

[20] Pioneer Mining Research Institute,
evaluation of the Shahid Rajai
project, 137.