

تاریخ دریافت: ۹۰/۵/۱۴
تاریخ پذیرش: ۹۰/۶/۱۹

فصلنامه رسالت مدیریت دولتی
سال دوم / شماره دوم / تابستان ۱۳۹۰

()

Archive of SID

^۱ دانش آموخته کارشناسی ارشد گروه مدیریت دولتی دانشگاه آزاد اسلامی، واحد علوم و تحقیقات تهران، ایران
faranakshja@gmail.com (مسئول مکاتبات)

^۲ استاد گروه مدیریت دولتی دانشگاه آزاد اسلامی، واحد علوم و تحقیقات تهران، ایران

Archive of SID

.)

.)

.)

()

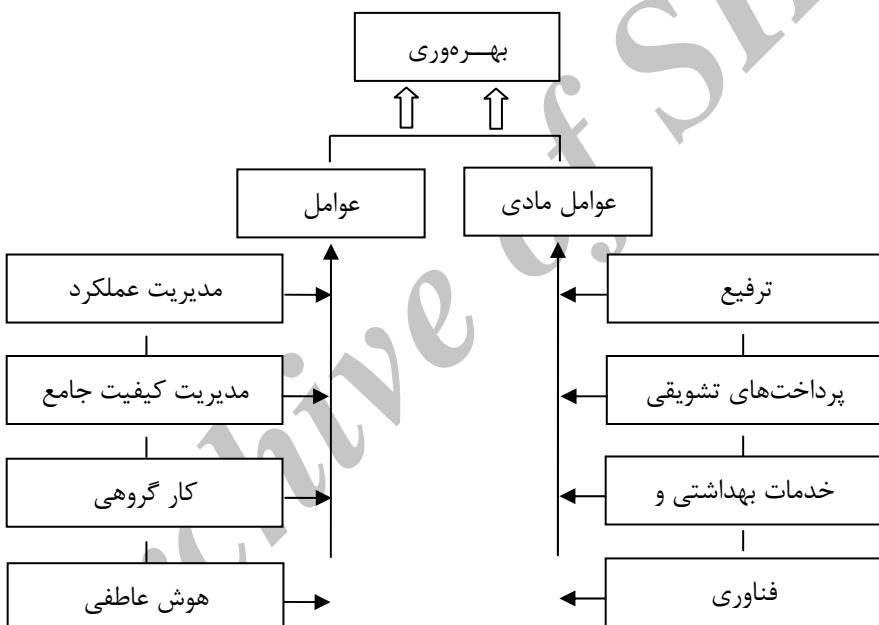
.)

.)

)

()

()



()

()

() .

()

() ()

Archive of SID

Archive of SID

)

(

		:				
		:				
		:				
H_0	: Median >3	/	/	/	/	()
H_1						
H_0	: Median >3	/	/	/	/	()
H_1						
H_0	: Median >3	/	/	/	/	()
H_1						
H_0	: Median >3	/	/	/	/	()
H_1						
H_0	: Median >3	/	/	/	/	()
H_1						

) (/)

)

() () () ()

H_0

()

/

Z

)

() () () ()

(/)

(

(/)

(/)

)

)

(

(

$H_0: \mu_1 = \mu_2 = \mu_3 = \mu_4$

$H_1: \mu_i \neq \mu_j \text{ i,j}$

Z

$\mu_1 \neq \mu_2$

H

/

/

$$\mu_i \neq \mu_j \quad i, j$$

$$H_1 \quad / \quad H_0$$

$$/ \quad / \quad / \quad / \quad / \quad / \quad / \quad /$$

$$H_0: \mu_i = \mu_j$$

$$H_1: \mu_i \neq \mu_j$$

Z

$$\mu_1 = \mu_2 \quad H_0 \quad / \quad /$$

$$\mu_1 \neq \mu_3 \quad H_1 \quad / \quad /$$

$$\mu_1 \neq \mu_4 \quad H_1 \quad / \quad /$$

$$\mu_2 \neq \mu_3 \quad H_1 \quad / \quad /$$

$$\mu_2 \neq \mu_4 \quad H_1 \quad / \quad /$$

$$\mu_3 \neq \mu_4 \quad H_1 \quad / \quad /$$

Z

(/)

H₁

H₀

/

()

Z

$\mu_1 \neq \mu_2$	H ₁	/	/
$\mu_1 \neq \mu_3$	H ₁	/	/
$\mu_1 \neq \mu_4$	H ₁	/	/
$\mu_2 \neq \mu_3$	H ₁	/	/
$\mu_2 \neq \mu_4$	H ₁	/	/
$\mu_3 \neq \mu_4$	H ₁	/	/

Z

(/)

H₁

H₀

()

Archive of SID

()

()

()

-
- 1) Abtahi, Hossein Kazemi, and Babak. In 1375. productivity advantage. Tehran: Institute for Trade Studies and Research .
 - 2) Aynsvrs, Myvry and Neville Smith. In 1375. Efficient management. Translation GH earth. Institute of Labor and Social Security.
 - 3) righteous, perfect. (1373). Human resources management and administration of employment. State Administrative and Employment Affairs Organization.
 - 4) soil, Gh. (1386). The management productivity (analyzed in the organization). Tehran: mountainside.
 - 5) Rezaeian, Ali. (1379). Management and organizational behavior. Science and Literature Press, fifth printing.
 - 6) Taheri, Shhnam. (1386). productivity and efficiency analysis of the organization. Hstan publications.
 - 7) Moheb Ali, David. (1375). scientific ways of improving labor productivity. Center for Public Management.
 - 8) Mvrhd, Gregory and Ricky Griffin. In 1387. Organizational behavior. M. Alwan, and G. Memarzadeh translation. Tehran: pearls.
 - 9) Hrsy, Paul and Kenneth Blanchard STIs. In 1375. Management and organizational behavior. Qasim translated Kabir. Publishing Institute University Jihad
 - 10) Bardzil, P. & M. Slaski. (2003) "Emotional intelligence: Fundamental competencies for enhanced service provision" Managing Service Quality, Vol. 13 No. 2, pp. 97-104.
 - 11) Fabricant, Solomon. (1969) "A Primer On Productivity", New York: Random House, PP.43.
 - 12) Heap, Jhon, (1992) "Productivity Management", Cassell, P.146.
 - 13) Lan, L., Lian, Z., Pan, L. & Ye, Q. (2009). Neurobehavioral approach for evaluation of office workers' productivity: The effects of room temperature. Building and Environment, Vol. 44, pp. 1578-1588.
 - 14) Williden, M., Schofield, G., Soper, C. & Badland, H. (2009). Health and productivity management: The relationship between health behavior, health risk and productivity in the workforce. Vpl. 10, pp. 153-160.

¹promotion

²Reward

⁴Performance Management

⁵Total quality management

⁶Emotional Intelligence

⁷Productivity

⁸Quesnay

⁹Littre

¹⁰Fabricant