



Abstracts

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The role of economic policy uncertainty on resilience and economic development in countries under US economic sanctions

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Abstract

Economic sanctions, by creating uncertainty in economic policies, have a significant impact on the growth and economic development of target countries. This research seeks to investigate how the uncertainty arising from sanctions reduces the ability of sanctioned countries to grow and withstand economic crises. This research is applied in terms of its purpose and descriptive in terms of its method, and the data is panel data. The statistical population of the study includes countries subject to US economic sanctions, including Iran, Syria, Cuba, and Venezuela, in the period ۲۰۰۰ to ۲۰۲۲. The research data was collected from the World Bank website. The findings show that economic policy uncertainty has a significant and negative impact on economic growth and resilience. The results show that an increase in monetary policy uncertainty leads to a decrease in economic growth and resilience. Our research shows that the economy grows better in the calm sea of policymaking. The more uncertainty there is in monetary policy, the more the economy is exposed to economic storms.

Keywords: Uncertainty, Economic Policy, Resilience, Economic Development, Sanctions.

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Development of a human resources organizational competency model based on soft skills training in Melli Bank employees (qualitative research)

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Abstract

Background: For the use and utilization of employees for companies and organizations, the soft skills approach can create productivity and dynamism of the organization, which has been the focus of many organizations in recent decades. **Objective:** This research was conducted with the aim of developing a model for the development of organizational competencies of human resources based on soft skills training in the employees of Melli Bank of East Azerbaijan province. **Method:** The current research was a qualitative study that was used to analyze the research findings using the qualitative content analysis technique. This study is based on interpretivism paradigm. The data of this study was obtained by using semi-structured interviews with academic experts and managers and assistants of branches of the Melli Bank of East Azerbaijan province. The purposeful sampling method was used to select the sample. **Findings:** The results of the review of library studies and experts' opinions led to the identification of ten components of human resources organizational competencies based on soft skills training. These components included strategic management competence, acceptance of diversity and interdisciplinary competence, systemic thinking competence, normative competence, competence of future thinking, interpersonal competence, intrapersonal competence, adaptability competence, innovation competence and professional competence. **Conclusion:** Paying attention to the soft skills compiled

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in this research and creating a platform for attracting, developing, directing and promoting bank employees based on these skills can be very effective and efficient and lead to the improvement of the banking system.

Keywords: organizational competencies, soft skills, qualitative study.

Interpretive structural modeling of factors affecting the role of social media in predicting consumer online shopping behavior in the leather industry

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Abstract

The purpose of this study is the interpretative structural modeling of factors affecting the role of social media in predicting the online shopping behavior of leather industry consumers. Using the mixed method, the present study presents a qualitative-quantitative approach to formulate and validate the model of factors affecting the role of social media in predicting online shopping behavior of leather industry consumers. The influential factors were identified based on the literature study and review of previous researches and interviews with experts and specialists of the leather industry. In the quantitative part, ISM interpretive structural modeling and MICMAC analysis were used to analyze the data and validate the effective factors from the qualitative method. The results showed that the primary framework of the qualitative model has five indicators, which are: personal factors, situational factors, relationship quality, marketing technology and customer experience. In the ISM graph, the variables were classified in two different levels, in the first level, relationship quality, marketing technology and customer experience, and in the second level, personal factors and situational factors. After MICMAC analysis, the variables of personal factors and situational factors were placed in the dependent area, which indicates greater

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dependence power and less influence power and in other words, they are both influential and influential. The variables of relationship quality, marketing technology and customer experience were placed between the connected and independent areas. This shows that the variables are mediating and have more influence and direction than other variables.

Keywords: Consumer Behavior, Online Shopping Behavior, Social Media, Interpretive Structural Modeling (ISM).

Designing and Validation the Level Five Leadership Model in Primary Schools: A Mixed Method Study

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Mohammad Hassani^۳

Abstract

The purpose of the current research was to design and validate the level five leadership model in primary schools. The method of conducting this research was a mixed exploratory one, which qualitatively examined and identified the dimensions and components of level five leadership in West Azarbaijan province. The statistical population of the qualitative part was ۲۰ school principals, professors and experts in teacher training and educational sciences, from whom data related to semi-structured interviews were collected; The statistical population of the quantitative part includes all the primary teachers of West Azerbaijan province, who were selected by using the multi-stage cluster sampling method and using the Krejcie and Morgan table in the number of ۳۹۰. To analyze the information in the qualitative part, the theme analysis coding method and MAXQDA software were used, and in the quantitative part, Smart PLS software was used in the form of structural equations. The findings of the research showed that the dimensions and components of the level five leadership model include; Individual characteristics, culture of discipline, leadership skills, professional development of teachers and social relations are high. The value of Cronbach's alpha was ۰.۷, combined reliability was ۰.۷ and AVE was ۰.۵, so the reliability and convergent validity were confirmed, and the value of ۰.۷۱۱ for GOF also indicated the appropriate fit of the model.

Keywords: Level five leadership, primary schools, culture of discipline and leadership skills.

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The pattern of financial innovation in companies operating in the capital market Based on contextual approach

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Abstract

Innovation affects the financial performance of the company. Before the realization of the innovation, this financial performance is based on some patterns, and this method should be changed after the realization of the innovation. Considering the fact that in every business activity, the included innovation creates reactions in the market, the authors are focused on using measures that use the relationship of the market position in order to investigate the impact of the innovation. At present, the causal, intervening and contextual conditions, strategies and consequences of financial innovation have not been investigated. Therefore, in this research, an attempt has been made to design the model of financial innovation of companies by the method of ground-based theorizing. This research is qualitative and exploratory. This research was carried out by interviewing experts in the field of theoretical foundations of financial innovation and the field of capital market, and it reached saturation by conducting ۱۶ interviews in ۲۰۱۹ using the snowball sampling method. The results of the research showed that financial development, monetization, price risk transfer, arbitrage tools and processes, risk management tools and unlocking tools as causal factors, risk hedging, commodity-based financing and price

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discovery are also intervention factors, per capita GDP growth , changes in regulations and guidelines, the existence of an encouraging atmosphere, creative organizational culture, creative organizational structure, creative environment and knowledge management system as background conditions, the use of Islamic financial tools and management ability as strategic factors, and finally, the coherent pattern showed that the financial innovation of companies is the consequences of such as social trust, improves cooperation capabilities and improves performance and financial effectiveness. The results of this research can help managers and decision makers to better understand the factors affecting financial innovation and adopt appropriate strategies to improve financial performance and increase competitiveness in the capital market. Finally, this study will contribute to enriching the literature on financial innovation and providing practical solutions in this field.

Keywords: innovation, financial innovation, capital market, fundamental theory.

Strategies to maintain human capital in Iran University of Medical Sciences

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Abstract

Human capital is a vital resource for organizations seeking success in a changing environment. Organizations are always at risk of losing their best employees; this causes the high knowledge and expertise of these effective employees to leave the organization with them. On the other hand, the organization has to spend money and time to find a new employee and hire him. Based on this, the current research seeks to identify the strategies for maintaining human capital in Iran University of Medical Sciences.

The current research is practical and has a hybrid approach from the point of view of the objective. Cochran sampling method was used in this research. To collect data, a ۳۱-question questionnaire was designed based on theoretical background and interviews with experts. Data analysis was done using confirmatory factor analysis using lisrel software, and the reliability of the questionnaire was confirmed using Cronbach's alpha test.

The findings of the research showed that the strategies for maintaining human capital in Iran University of Medical Sciences include motivational strategy, work environment, organizational structure, organizational justice, growth and development of employees. Also, the obtained factor loadings showed that the defined indicators have an effect on the maintenance of human

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resources.

Human resources maintenance is the process of maintaining employees as effective human capital of the organization to achieve success. Recruiting and attracting human resources is very important, but without a proper system to maintain employees, it is incomplete. There should be a systematic and comprehensive approach to maintain capable human resources in the organization.

Keywords: human capital, maintenance strategy, University of Medical Sciences.

The effectiveness of e-book-based education on academic performance and academic motivation of low-educated people in Kerman province

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Abstract

Improving the performance and academic motivation of literacy students and its continuity has always been one of the concerns of the educational system. The aim of this study was to evaluate the effectiveness of electronic books on academic performance and academic motivation of illiterate people in Kerman province.

The method of the present study was quasi-experimental and the design of the study was pretest-posttest with a control group. The statistical population of this study included all literacy students in Kerman province in the academic year of ۲۰۲۰. Among them, ۳۰ people were selected as the sample by available sampling method and were randomly replaced in the intervention and control groups (۱۵ people each). Training sessions for the experimental group were performed in ۸ sessions of ۹۰ minutes. Pham and Taylor (۱۹۹۹) and Harter (۱۹۸۰) Academic Motivation Questionnaire were completed before and after training. Data were analyzed using mean, standard deviation and analysis of covariance and SPSS-۲۵ software.

The results showed that e-book-based education was effective on academic performance and motivation of illiterate people.

According to these findings, e-book-based education for low-literate people is recommended to increase academic performance and motivation.

Keywords electronic book, academic performance, academic motivation, low literacy.

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Designing a structural model and developing the social responsibility of the Customs Organization based on the teachings of Nahjul-Balagha

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Abstract

In the Holy Quran, God Almighty affirms the social nature of humanity. Accordingly, based on divine discourse, humans are social beings and must engage with society to live. This concept has been emphasized by Imam Ali (peace be upon him). The objective of this research is to design a model for the social responsibility structure of the Customs Organization based on the teachings of Nahj al-Balagha. This study employs a mixed-methods approach (qualitative and quantitative). Given the nature of the topic, the qualitative method used is content analysis, while the quantitative aspect employs a descriptive-correlational (survey) method. Therefore, concerning the research issue, the unit of analysis in this study consists of the texts of Nahj al-Balagha related to social responsibility within organizations. The qualitative population of this research is the book Nahj al-Balagha, and the sample includes all sermons and texts addressing social responsibility. The data collection tool employed consisted of specialized fiches for content analysis, through which relevant materials from Nahj al-Balagha were gathered and examined. Using quantitative content analysis methods, a coding guideline based on the themes and objectives of the research was developed. Accordingly, the relevant texts were extracted and coded. In the quantitative section, the entire staff and managers of the Customs Administration of the country constituted the population. Based on Morgan's table, a sample of ۳۸۳

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individuals was randomly selected using stratified sampling. A researcher-constructed questionnaire with ۷۲ items utilizing a Likert scale was used for analysis. The responses were analyzed using Structural Equation Modeling (SEM) with SPSS and Lisrel software. According to the orthogonal rotation method (Varimax rotation), all identified factors can be classified as dimensions of social responsibility based on the teachings of Nahj al-Balagha.

Keywords: Social Responsibility, Customs Organization, Nahj al-Balagha.

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Designing a Human Resources Management Development Model Based on a Sustainable Supply Chain in the Shipping Industry (Case Study of Chabahar Port)

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Vahid Pourshahabi ^٢

Bahareh Naseri ^٣

Abstract

The present study was carried out with the aim of designing a human resource management development model based on a sustainable supply chain in the shipping industry. The current study is an applied-developmental research in terms of its purpose, and based on the method and time period of data collection, it is also a non-experimental (descriptive) survey-cross-sectional research. A mixed exploratory (qualitative-quantitative) research design was used to achieve the research objective. The community of participants in the qualitative section includes the senior managers of the shipping industry in Chabahar port. With the purposeful sampling method and after ١٦ interviews, theoretical saturation was achieved. The quantitative part of the statistical population was made up of shipping managers and experts of Chabahar port. The sample size was estimated to be ١٣١ people using the method of effect size and test power, and sampling was done using a simple random method. Data collection was done with semi-structured interview and researcher-made questionnaire. To analyze the data in the qualitative section, the theme analysis method was used with MaxQDA software. In order to identify the pattern of relationships between structures, structural-interpretive modeling (ISM) was used with MicMac software. The research findings showed that ٢٠١ primary codes were identified in the open coding section. Finally, ٤ overarching themes, ١٤ organizing themes and ٧٦ basic themes were

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obtained through axial coding. And based on the obtained results, human resource development has an effect on human resource empowerment, and empowerment by influencing human resource satisfaction, human resource participation, job motivation and human resource commitment leads to customer orientation and performance management. These factors, in turn, affect the sustainability strategy and sustainability of suppliers. The mentioned components, by influencing economic performance, social performance and environmental performance, ultimately lead to organizational sustainability.

Keywords: Sustainable Supply Chain , Human Resource Management Development , Shipping Industry

Investigating the Effect of Social Capital on the Culture of Cooperation and Teamwork (Meta-Analysis of Existing Research in Iran)

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Abstract

The culture of cooperation and teamwork can provide the basis for comprehensive economic, cultural, and social development in society. In recent years, given the importance of the culture of cooperation and teamwork, numerous studies have been conducted in the field of social capital with the culture of cooperation and teamwork. Considering the abundance and diversity of research conducted in the field of the culture of cooperation and teamwork, there is a need to conduct combined research such as meta-analysis in this field. The main question of the present study is: What is the effect of social capital on the culture of cooperation and teamwork in the research conducted? The research method of the present study is meta-analysis. The statistical population of the study is all valid scientific research published in the years ۲۰۰۱ to ۲۰۲۳ on the subject of social capital and the culture of cooperation and teamwork. Finally, ۱۷ studies were selected and analyzed with the comprehensive meta-analysis software (CMA۲). The research findings showed that social trust, relationship network, responsive education and social norms were the most frequent independent variables in the reviewed studies. The effect size of the relationship network on the culture of cooperation and teamwork was equal to ۰.۵۶. Also, the effect of social trust on the culture of cooperation and teamwork was calculated to be ۰.۳۱. Education has an effect equal to ۰.۲۶ on the culture of cooperation and teamwork. The effect size of

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social norms on the culture of cooperation and teamwork was equal to ۰.۲۳.

Keywords: culture of cooperation and teamwork, social capital, relationship network, social trust, meta-analysis.

Providing a model for strengthening critical thinking in employees of government organizations

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Abstract

Critical thinking, as a fundamental skill in today's complex and changing world, plays an important role in improving decision-making and problem-solving in organizations. This study examines and presents a model for strengthening critical thinking in employees of government organizations. The present study was conducted with the aim of presenting a model for strengthening critical thinking in government organization employees. The present research method was mixed (qualitative and quantitative). In this study, the grounded data method was used. The present study is an applied-developmental study in terms of its purpose, which was conducted in the qualitative stage using the purposive sampling method and using academic managers and experts, senior and middle managers of government organizations, who had complete information about critical thinking. The data of the qualitative part were obtained using semi-structured interviews. In the present study, the most important method of data collection was the use of interviews (semi-structured). Since the most important method of data collection was interviews. In this study, according to the criteria provided by "Cresswell and Miller" in order to ensure the validity of the research, a three-stage process of open, axial and selective coding was used in accordance with the grounded data theorizing process using MAXQDA software. In general, from the analysis of the qualitative research data, ۲۰ main categories and ۱۶۴ initial codes were identified and presented. According to the results, causal conditions

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(socialization, leadership, systems thinking, employee competence), contextual conditions (organizational climate, organizational culture), central category (organizational characteristics, leadership), strategies (formulation of requirements, preservation and maintenance of human resources), consequences (organizational productivity and excellence, creativity and innovation, foresight), and intervening conditions (environmental conditions, attitude) were identified as explanations for strengthening critical thinking in employees of government organizations. Finally, this research emphasizes the importance of paying attention to critical thinking as a key tool in improving decision-making and problem-solving processes in organizations and can be a suitable basis for future research in this area.

Keywords: Thinking, critical thinking of employees, foundation data method, government organizations.

Human resources management strategies in crisis conditions: lessons from the Covid-۱۹ era

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Abstract

Background and purpose: In the last few years, the world faced a major crisis called Covid-۱۹, which has created great challenges for managers and those involved in human resource management, and the present study, understanding the importance of this issue, seeks to provide a model for human resource management strategies. In the situation of crisis in the executive organizations of West Azerbaijan

Methodology: The current research has a qualitative approach that semi-structured interviews were used to collect data and continued until data saturation. Thematic analysis strategy was used to analyze the obtained data, and two strategies of external review and pluralism were used to validate the research model.

Findings: The findings of the research showed that ۶ main themes and ۲۰ organizing themes and ۱۲۰ basic themes were identified as human resource management strategies in crisis conditions.

Conclusion: The strategies of human resources management strategies with themes and results obtained have six themes of revision in human resources strategies (flexibility in hours, work shift policies, job redesign, functional management); organizational culture (organizational cohesion, organizational agility, organizational communication); Health and safety management (environmental hygiene, mental health of employees, definition of control policies); Digitalization (digital equipment, digital education, digital process); Employee motivation (organizational reward

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system, organizational support, organization welfare program, perception of employee support) improvement and development of employees (training program, health training, employee productivity management) to be used in times of crisis.

Keywords: Strategy, Human Resource Strategies, Crisis, Covid-۱۹.

Presenting a model for system design and selection of managers of the Ministry of Industry, Mining and Trade based on the merit system

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Abstract

Competency models can be used as a way to integrate various human resources actions. This means that each of the human resource management sub-systems can be designed based on competence, and in fact, competence is the core of all human resources activities of the organization. . This competence has led to the emergence of a paradigm in human resource management literature, which is known as competence-based human resource management

If we examine the human resources systems of organizations, it is clear that most of the time, there is no necessary connection between its different sub-systems such as knowledge development, performance evaluation, recruitment, and communication, and this leads to the inefficiency of human resources systems. The purpose of this research was to provide a model for system design and selection of managers of the Ministry of Industry, Mining and Trade based on the merit system. This research was qualitative in terms of practical purpose and research method. The statistical population of the Ministry of Industry, Mining and Trade of J.A. includes all existing management jobs (headquarters and provincial managers). The data collection method including semi-structured interviews has been used to examine the processes of employees' competence. Based on the results, ۶۲ indicators were identified in the eight dimensions of competence of Ministry of Health managers, including the process of the reward system and the ritual of gratitude and succession, and the

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relevant model was approved after fitting. The merits of the proposals were presented.

Keywords: Competence indicators of managers, qualitative analysis, Ministry of Industry, Mining and Trade.

Empowering marketing and sales staff of Agricultural Bank services In the digital age

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Houshang Taghizadeh ^۳

Abstract

In the present era, with the advancement of technology, organizations are facing a more competitive and dynamic environment, which requires employee empowerment as a prerequisite for success and a vital skill. All employees must have it. And with skills appropriate to the digital age, individuals can increase job opportunities and gain a competitive advantage. One of the concerns of the Agricultural Bank is to empower employees and how to equip them with skills, knowledge, and abilities appropriate to the digital age. Digital skills have become a prerequisite for success in the modern workplace. The ability to effectively use digital technologies has become a vital skill that all employees must have. Therefore, the purpose of the present study is to empower the marketing and sales staff of the Agricultural Bank in the digital age. The present study is applied in terms of purpose and descriptive-survey research approach, and library studies were used to collect information. The statistical population of the present study is the employees of the Agricultural Bank of West Azerbaijan. Testing the formulated hypotheses was carried out using structural equation modeling with PLS software. The results show that employee empowerment can lead to increased motivation, improved service quality, and ultimately increased customer loyalty. Finally, the research hypotheses (financial empowerment, personal empowerment, marketing empowerment, technical empowerment, entrepreneurial empowerment) were confirmed.

Keywords: Empowering employees, service marketing, Agricultural Bank.

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Investigating the Efficiency of Interest-Free Banking Operations in the Provinces of Iran from ۲۰۱۲ to ۲۰۲۰

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Reza Maboudi^۳

Abstract

The objective of the present study is to examine the provincial efficiency trends of the interest-free banking system and analyze the factors influencing it. To evaluate the efficiency of banks and the banking system across provinces, two categories of variables were used: economic conditions and macroeconomic variables (provincial gross domestic product and provincial inflation rate) and bank performance variables (bank deposits, non-performing loans in the province, number of branches in the province, number of bank employees) at the provincial level across the country during the years ۲۰۱۲ to ۲۰۲۰. Additionally, stochastic frontier analysis and the Battese-Coelli model were employed to analyze the relationships between the variables.

The findings revealed that the efficiency of banks gradually and slightly declined during the study period. Among the examined variables, economic growth had a positive effect on bank efficiency; thus, an increase in income in each province enhances the demand for loans and provides the necessary resources for deposits in banks. Moreover, an increase in non-performing loans reduces the efficiency of banks at the provincial level. Based on the study's results, the government can support banks through policy instruments such as tax exemptions, supporting industries, increasing per capita income, and consequently boosting bank resources while reducing non-performing loans.

Keywords: Efficiency, random border analysis, interest-free banking

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Designing and validating the ideal model of human resources training in the social security organization in order to improve the quality of services

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Abstract

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. 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. The current research was conducted with the aim of designing and validating the ideal model of human resources training in the social security organization in order to improve the quality of services in East Azerbaijan province. The current research method was mixed (qualitative and quantitative). In this research, the foundation data method has been used. The purpose of this research is development, which was carried out in the qualitative phase of the purposeful sampling method using experts and experts from the social security organization and the university, who have complete information about the training of human resources in the organization. Qualitative part data was obtained using semi-structured interviews. Therefore, according to the results of the analysis of the interviews, ۳ themes of "reaction", "learning", and "behavior" in the theoretical structure of "individual output", ۲ themes of "financial dimension" and "non-financial dimension" in the theoretical structure of "organizational output", and a theme of "customer satisfaction" were categorized in the theoretical structure of "social output". This research also

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recommends that similar organizations design and implement appropriate training models, according to their specific needs, to achieve improved performance and customer satisfaction.

Keywords: Education, human resources, service quality, social security.

Diagnosing the complications of small and medium industries using the CSCMP model and prioritizing them with the AHP method

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Morteza Honarmand Azimi ^۳

Abstract

The aim of this research is to identify the complications of small and medium shoe and leather industries in East Azerbaijan province using the CSCMP model and their prioritization with the AHP method. This research is descriptive based on survey in terms of practical purpose and in terms of research method, and analytical-mathematical in terms of research method. In this research, the statistical population related to the identification of complications in the shoe and leather industries is ۹۲ experts and experts and managers of the mentioned industry. In this research, two types of questionnaires were made by the researcher to measure and measure the variables, one of which was for identifying the complications of the shoe and leather industries and the other questionnaire was for prioritizing the complications. To analyze the data of this research, descriptive statistics, factor analysis, text mining, CSCMP model and AHP method were used. Based on the results, ۱۱۳ complications were identified based on the level of severity, including non-complication, mild, important, very important, and severe, so that ۲۰٪ of the identified complications (۲۲ cases) have "severe" weight and ۲۷٪ also (۳۰ cases) have been assigned a "very important" weight, which indicates the existence of ۴۷٪ of the complications affecting the fate of the leather and shoe industries. Also, in a category, internal complications make up ۷۲٪ and external complications make up ۲۸٪ of them. Also, ۹۲٪ of complications

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related to laws and regulations, ۸۱% of complications related to political factors and industrial policies of the government, ۷۰% of quality control and assurance were critical complications.

Keywords: small industries, medium industries, AHP prioritization.

The Effect of Economic Freedom and its Components on Social Capital (Case Study: Countries with Different Degrees of Freedom)

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Abstract

Today, in addition to economic and human capital, social capital has also gained attention to, providing a suitable foundation for the utilization of human and physical capital and leads to economic growth. Through this, cohesion, mutual trust, assurance and solidarity in the society are established, and any reduction in it leads to an increase of social harms within the community. On the other hand, economic freedom is the most crucial element in society that can open the doors to global prosperity. It can be interpreted as the fundamental right of every individual to manage their own property and resources, as well as the absence of monopolies in production, consumption, and services. Since the theoretical relationship between economic freedom and social capital is ambiguous, this relationship should be empirically examined in various samples. Therefore, the aim of this research is to investigate the effect of economic freedom and its components on social capital using the generalized method of moments (GMM). This study utilizes data of ۶۶ member countries of the Freedom House, categorized into three groups: free, relatively free and non-free according to Freedom House, during the period of ۲۰۱۳-۲۰۲۰. The results indicate that economic freedom in free countries increases social capital; consequently, it has a positive and significant effect on social capital. However, it does not have a significant effect on social capital in relatively free countries and

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non-free countries. Additionally, the relationship between the components of economic freedom and social capital varies.

Keywords: Economic Freedom, Social Capital, Freedom House, Generalized Method of Moments (GMM).