Presenting a qualitative model of human resource management productivity with an agility training approach using the grounded theory method

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Abstract

Human resources constitute the most important part of the organization and one of the most important goals of any organization is to increase its efficiency and productivity. This issue is directly related to the organization's internal resources. On the other hand, organizational agility is also very important, and the Customs Organization of the Islamic Republic of Iran, as one of the most important government organizations, is in dire need of human resource productivity with an agile approach due to the type of services it provides. Therefore, the explanation of this research was carried out by presenting a qualitative model of human resource productivity with an agile approach in Iranian Customs using the grounded theory method. The method of this qualitative research was based on grounded theory analysis and was applied in terms of purpose. The statistical population consisted of university faculty members, professors, and human resource consultants. Semi-structured interviews were used to conduct the research. The research sample was also selected purposefully.The analysis of the information obtained from the interview was conducted using the grounded theory method. The results obtained from the research showed that the causal conditions in this study include a coherent organizational strategy, purposefulness of activities, and quality improvement of the workforce. The background conditions in this study include employee empowerment and creating interest in work in employees, appropriate behavior with clients, and organizational ethics. The intervening conditions in this study include the ability of managers, responsibility, and interaction between managers and employees. The strategies in this study include flexibility in programs, honesty of managers, psychological provision of employees, innovation, and acceptance of organizational responsibility. The outcomes in this study included human resource capability, promotion of organizational technology, ethics, responsibility of human resources, organizational commitment, and psychological security of human resources.

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