

عنوان مقاله:

The pathology of outsourcing initial and in-service trainings using the interpretive structural modeling (ISM) approach

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خلاصه مقاله:

The importance of organizational education is clear for anyone. Given the government downsizing policy and increasing the privatization of government organizations, Islamic Republic of Iran Railway Company is not an exception to this case and it has been engaging in outsourcing in various activities. One of these important activities is outsourcing initial and in-service trainings of the staffs to training companies. Considering the increasing outsourcing trend in the field of education in recent years, this paper addresses the pathology of outsourcing organizational trainings in the Iran's Railway Company in order to develop a model based on the interpretive-structural approach. The respondents were ۱۵ railway educational experts who were surveyed about outsourcing pathologies and the ways to reduce such pathologies. The results showed that main damage caused by the outsourcing of organizational training is the increase in organizational costs, reduced customer satisfaction, reduced staff skill and knowledge, and reduced .travel safety, and increased rail crashes

کلمات کلیدی:

outsourcing, interpretive structural modeling, organizational training, outsourcing pathology

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