

عنوان مقاله:

Presenting a Cause-Effect Model of the Factors Affecting the Fundamental Competencies of Human Resource Managers in Service Start-ups with the DEMATEL Approach

محل انتشار:

نشریه بین المللی مدیریت ، حسابداری و اقتصاد، دوره 10، شماره 3 (سال: 1402)

تعداد صفحات اصل مقاله: 20

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خلاصه مقاله:

The current research has been done to provide a cause-effect model of the factors affecting the fundamental competencies of human resource managers in service start-ups using the Dematel approach. The research method is descriptive-survey with the statistical population of ۱۲ experts, including university professors in the field of human resources and human resources managers and experts of service start-ups in three systems: Snapp, Tapsi and Maxim. At first, based on the research background, the factors affecting the fundamental competencies of human resource managers in service start-ups were determined, and then the DEMATEL technique was used as an approach to identify the cause-effect relationships. Then, with the method of Analytical Hierarchy Process (AHP), factors were prioritized in three taxi order systems. The results of this research showed that vision, leadership, and information technology have been identified as effective causal factors, and the Education and knowledge management, organizational culture, corporate communication, and rules of the organization have been identified as impressive factors. The results of the hierarchical analysis also showed that information technology has the uppermost priority in the Snapp and Tapsi taxi request system, but in the maxim system, vision and strategy receive the uppermost priority.

کلمات کلیدی:

fundamental competence, human resources, service start-ups, DEMATEL

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<https://civilica.com/doc/1706889>

