

Pathology of outsourced contracts in East Azerbaijan Province Water and Wastewater Company

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Abstract

The aim of this study is to determine the pathology of the process of outsourcing contracts of East Azarbaijan Water and Wastewater Company. In this study, damages of outsourcing process with dimensions: the status of human factors, the status of the rating of contractors, the status of the customer satisfaction and community stakeholders, and ultimately the status of reducing costs are investigated and the current study in terms of purpose is applied and depending on the nature, the method of conducting and how to obtain the required data is correlation study. The population of this research is managers, administrators, supervisors and experts involved in outsourcing projects of headquarter units and subsidiary cities in East Azarbaijan province in 2013 to 2014 that totally in this study, has been 240 persons, and of that number, 60 managers from subsidiary cities and 10 managers in headquarter and other 170 people are administrators, supervisors and experts related to outsourcing projects, in order to more ensure of the results, the general census is used, so all the population is tested and to collect information and to test set hypotheses of the study, research made questionnaire with 28 questions is used. The level of significance of Kolmogorov-Smirnov test of all the hypotheses has been greater than 0.05, so in the 95% confidence level can be said normal distribution of all hypotheses is normal and parametric statistics and single sample t-test was used to test the hypothesis. The results while confirming the sub hypotheses of research based on the confirming the identified damages, the priority of the mentioned damages is obtained as follows: 1. The variable of reducing costs in line with process outsourcing, 2. The variable of effectiveness of human resources, 3. The variable of rating of contractors and 4. The variable of increasing customer satisfaction.

Key words: Pathology, Process Outsourcing, East Azarbaijan Water and Wastewater Company

Introduction:

The formation of new management methods (which are founded based on quality, speed and cooperation agreements) has caused to organizations turn to develop programs from current activities. "Globalization", "decentralization", "quality management", "integrations", "core capabilities", "Workforce Management" and "environmental requirements, studies and communication," including new methods of management that has been completely transformed the organizations programs. (Venkatesan, 2003, 133). Process outsourcing is the decision to provide the product, special services outside the organization with signing contract with suppliers and the use of new ways to ensure the timely delivery of goods or services by using knowledge, experience and their approved creativity. Something that is normally done in organization