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UNIVERSITY EDUCATION EFFECT ON DOMESTIC SERVICE EMPLOYEES EFFICIENCY VIEWS (GAZI UNIVERSITY SAMPLE)

Zekai Öztürk

Gazi University

zozturk@gazi.edu.tr

Şermin Ertuş

Gazi University

sermin_ertas@outlook.com

Zekai Öztürk graduated from Gazi University Faculty of Economics and Administrative Sciences. He got his master degree on management and planning in the institute of social sciences at Ankara University. He had his degree of philosophy on Business Administration in institute of social sciences at Hacettepe University. he has been Currently working as an Assoc.Prof. at Gazi University, Faculty of Economics and in Administrative Sciences of Health Care Management Department.

Şermin Ertuş got her associate degree from Selçuk University Vocational School Of Social Sciences and she also graduated from Anadolu Univesity, Open Education Faculty (bachelor degree) in 2009. At the same year, she began to work in Gazi University as an administrative staff. She accomplished her master degree at education of management program in Institute of Education Science. Still, she has working as an administrative staff in Gazi University.

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Zekai Öztürk

zozturk@gazi.edu.tr

Şermin Ertas

sermin_ertas@outlook.com

Abstract

This study aims to establish the views of the administrative staff working at Gazi University with regard to in-service training programs in terms of necessity, eagerness, perception, convenience, and to determine whether there is a meaningful difference in the effect of in-service training programs on productivity in terms of the demographic information of the staff. The scale prepared for this study was applied to 350 administrative staff working at Gazi University during the educational period of 2013-2014. At the end of the study, recommendations and implications for in-service training were included in the light of research findings.

Keywords: Training, In-service Training, Productivity

1. Introduction

Change and development is the main feature of our time. Today, wherever you stay out of the development opportunities anywhere in the world and change it is eliminated. A place in any emerging social, cultural, economic and technological changes and developments elsewhere shows the effect in a very short time. Enter the 21st century is the product of the accumulation of past experience and great advances were followed further action especially in the last decade, countries and communities; to a rapid scientific and technological progress, the economic and social development, has been the scene of political various inconceivable. 21st Century began with innovations and highlight the value of these changes. New century to keep pace with this changing conditions, in order to live in a modern society, it is insufficient to simply literate. This century is the education that will grow more important. Competition has grown invest more focused training in the new world order with qualified countries will gain an advantage (Cin, 2008:1).

In a globalized and competitive reached serious dimensions in today's world, it enters the human resources in the organization 's structure and not to lose them in the quest to get more efficiency. During this quest undoubtedly important "training" tool.

Intense competition in the world, the rapid developments in information and technology, the information received has led to inadequate pre-service education in the business environment over time. Survive by increasing their productivity and provide training as required by the job and the work environment to employees of organizations who want to grow, so did not need in-service (Yetişkin, 2010:58).

Investing institutions regarding the training of the emphasis on education and working to change and can easily adapt to evolving conditions. Although they are clearly visible from education to the employees of the institutions that have not lost their competitiveness refresh



their knowledge of the employees gain new skills. Acquired the knowledge and skills of employees in terms of their development and skills that make them highly useful and it is clear that these people become more productive. Increasing the productivity of employees, it would undoubtedly tend to increase the organization's efficiency. His training as a result of employee self-confident and can show the courage to use their ability; creativity will be used for the organization, can take quick decisions, apply new ideas, throw out, time to assess the best way, the team will give importance to the work, and therefore also the efficiency of the organization as well as increase the personal productivity will be a great help (Akgül, 2008:1-2).

2. Training concept

Education cannot be fit for human life carries on much greater importance words and sentences. People were obtained many research data for those bits that are around the womb starts to become more sensitive. Therefore, a person constantly teeming with an educational process in accordance with owned intellectual potential. The simple daily habits, complex projects as many behavior patterns, social understandings, arrangements for social life, professional knowledge is gained in the process of education (Muradova, 1994:75).

When assessing the importance of education in terms of businesses; institutions they create the appropriate environment for present information to meet the training needs of employees in the transformation of society to be able to provide faster and easier compliance. Therefore, " to learn the basic aim of education in institutions of learning " is learning that is carried out continuously. In this context, working with existing businesses and institutions as well as the training activities carried out by employees to complete their deficiencies in terms of " service training " are considered (Örücü, Kanbur, & Kanbur, 2007).

3. Service training concept

There is a close relationship between the importances given to education by the development level of countries. Education comes from the beginning of the factors necessary for the development of a country develop (Balkız, 2013:30).

If we look to history for the training of employees; the prisoner brought from the ancient Egyptians and the overseas locations in the country dates back to the training of workers as foreman. This is done directly and job training periods. The evaluation of the training carried out entirely by the employees of the act was a simple process condition. In the twentieth century the basic forms of employee compliance training of education, job training, task - based training, which requires dexterity and aims to teach the crafts are organized in the form of apprenticeship training emerges.

In another definition in-service training in the 1940s, habits of thought and action and to provide appropriate information on current and future employees until business is defined as a process aid for activities to bring their skills and attitudes (Pehlivan, 1992:105).

In-service training, Private and hired at a certain salary or wages in workplaces belonging to legal entities and individuals with the necessary information about the tasks running, it called the training given to ensure the skills and attitudes (Taymaz, 1997:4).

Civil Servants Training General Plan in -service training ; " The training carried out to improve the knowledge and skills related to the duties of the staff working in public institutions " is seen in the form of identification.

3.1 In-service training objectives

The overall objective of the in-service training can be listed as follows;

- a) Necessary information to employees to gain skills and attitudes.
- b) Identify and develop the skills of employees.
- c) Keep the morale - motivation of employees at the highest level (Ulus, 2009: 14).
- d) To prepare staff to senior staff and employees need to ensure that the organization
- e) Administrators control and reduce their workload.
- f) People and contribute to communication between departments (Yıldız, 2009: 89).
- g) To improve the efficiency of the staff and the organization.
- h) Authority dynamism and sense of dignity.
- i) Business structure resilient to make changes from the external environment.
- j) Contribute to communication between employees and departments.
- k) Maintenance and repair costs to a minimum download.
- l) Work late and reduce absenteeism (Erdem, 2010: 10).

3.2 Service training importance

In our age continues to increase day by day are factors affecting human life. One of the most important technological, these are the problems that they create economic and social development. To adapt to the society in which the people and that the necessary information in order to play the role of educational institutions in the community, gain skills and behaviors. However, it may not be enough time in the business environment. Which today has gained tremendous importance in-service training, he has taken an active role in eliminating the shortcomings that arise (Altınışık, 1996:331).

3.3 The necessity of –service training:

Cause-related in-service training requirements can be listed as follows;

Scientific and technological development: the individual as a condition of the job is developing technology needed to refresh their knowledge and skills. Decreasing the time between application of science and technology (the discovery of the photo posing with the application 112, the phone is 56, the radio was found in 15 years) has led to major changes at the core of business and fast. This continuity of change is inevitable. This is why, as we have done in the life of school education will not mean the end of the training provided in the workplace.

To overcome the shortcomings of pre-service: it is impossible to argue that everything should be learned in school life. Because the desired learning environment in the school environment to not realize is that power and natural environment.

Social changes: One of the reasons for the necessity of in-service training, the rapid changes in our era parallel to the changes in society, developments and the emergence of new problems as a result of them. To solve this problem the person is made in some of the new requirements. This makes the in-service training to take the necessary staff.

Failure to achieve the Equal Opportunity Policy in Education: Education is not at the same rate and take advantage of opportunities to benefit from social and economic rights in social life. For example, work to benefit equally from everyone on staff training will be given to all that.

To fill the gaps in communication requirement: space consisting of corporate communications but it is not due to in-service training.

Motivation necessity: the only member of the organization reach its corporate objectives effectively and efficiently. The realization of this in-service training was satisfied with the way their social and psychological needs of employees to motivated provided motivation for the purposes of the organization (Altınışik, 1996: 331-332).

3.4 Service training benefits

With the most basic sense of the cost benefits of economic institutions provides in-service training institution is to make a positive difference in the output. However, the planning of training programs will be organized to achieve these benefits, programming, implementation and evaluation of the organization has a specific cost. In contrast, increasing the rewards of running training programs as a result of obtaining a more positive work attitudes and the promotion of job satisfaction and providing peace of strength came in the form of education (Pehlivan, 1992: 111).

3.5 Service training types

Orientation training: Newly-hired or newly arrived personnel of the institution's objectives and policy organization, structure, its duties, powers and recognize their responsibility for education (Taymaz, 1997: 8).

Basic training: The purpose of this training, new hires or the workplace will try to new people participated in the organization, workplace policies, occupational areas, with work to employees with work-related tasks, introduce powers and responsibilities, lack issued prior to the service of the candidate's profession It is to eliminate.

Development training: adapt or develop training for Change, the employees in the institutions legislation concerning their business, technology and development of tools, modification or their relevant when the novelty quickly be transmitted, the purpose of application of information given and the profession is education provided by (Çevikbaş, 2002: 35).

Completion of training: new tasks require the knowledge and skills of the employees brought a different task for which training programs are implemented in order to win. The reason for changing personnel working in the organization, staffing, and age is due to changes in the production process (Taymaz, 1997: 8).

Upgrade training: The staffing system in the organization and running of the programs are prepared to meet the needs increase (Çatmalı, 2006: 6)

Custom field training: Employee training programs are implemented in order to train in different areas and to develop customized services. Within the organization to provide specific expertise or trying to teach a foreign language they are held for the purpose of education. (Taymaz, 1997: 9).

In-service training at work: Employees performing work-related duties of the employee's grown-service training aimed at work, usually applied in the upbringing and development of the institution newly arrived personnel. This is a hand job while working in the training, learn the business from one side. The principle is based on the work without the worker. In this case, jobs and education and learning intertwined size excels running (Yıldız, 2009: 85-86).

Business out -service training: somewhere in the organization of employees leaving their jobs or receive training in an environment outside the institution means to. The majority of

educational institutions operating outside the education institution other than business, management training and consultancy in the branch is seen that the company and with the support of educators (Yetişkin, 2010: 86).

3.6 Service training methods

Task switching method (rotation) : Staff in various areas of running the business is one way to learn is how to do it in other works. The method of the target, to recognize staff in all parts of the business and is ensure that the work done is seen as a totality (Yıldız, 2009: 94).

Employment training (orientation) : Orientation training, the new employees to the profession, is a training method that led to the acquisition of knowledge about the their bodies and Institutions of vocational and work Purposes (Taymaz, 1997: 8).

Coaching: Coaching method is a time in helping another person in the transfer of skills or qualifications. Coaching to improve the efficiency of a person and to ensure that its development is the experience of having an approach that guided him in making that person (Yetişkin, 2010: 81).

Show through education: Educational anything in front of the participants of the training method being applied, showing how to type with this method in both visual and auditory communication is applied. Any business with the proper training in this method would have seen how successful or subtly (Doğan, 2010: 51).

Straight (recital) method lecture: Lecture (the declaration) method; It is a speech made by a group of speakers. Theoretical (theoretical) some information, regularly and systematically be given at one time, and it allows a large number of people (Kol, 2009: 26).

Observation and excursions: staff required to learn the subject of the research trips are organized where they are. However, they should be prepared in advance in order to be efficient and trip itinerary must be carried out by making necessary information accompanied by an experienced guide. (Ulus, 2009: 23-24).

Group discussion: about a particular subject, tutorials have also called on the group discussion on the mutual transfer of knowledge and ideas under the guidance of the training participants. Made participation in the group is seen as a successful method is also a method that allows a limited number of participants. Some also suggested that this method does not exceed ten people talk environment of the group members for each group, the team seems to give targeted results due to pressure (Yetişkin, 2010: 88).

Seminar: Technology and new developments in the training provided by the experts referred to a person or persons held to provide information in the field (Beach, 1985).

Computer systems and multimedia training: This training method, and computer-based education approach is coupled with audio-visual education. In practice, on the basis of text, graphics, animation and sound are made whole. Multimedia education, training those who motivates. In this way, feedback and guidance departments by creating opportunities to learn about themselves, the participants of the training are provided. This particular type of transmission method of education, which have geographic limitations, methods such as privacy, if desired, come to the fore more (Esin 2013: 36).

E-learning: Electronics Training (E- Learning) , creates training opportunities in the virtual learning environment, which is a new product of technology and communication in the design of education programs using the Internet network, submission, implementation, means to be governed by another expression (Yetişkin, 2010 94).

3.7 Stages of in-service training process

Determination of in-service training requirement: Determination of in-service training requirements, the organization's existing long and short-term plans to achieve their goals and identify human resources quality and quantity that will be needed in the future, the difference between the required competencies to owned by employees and determinations, and that differences in training needs is put forward and reporting process (Kol, 2009: 41).

Planning in-service training: Educational Planning; the current state of the targets set, is the process of determining the policy to be followed to achieve the objectives. According to this definition for the first time to achieve the desired targets are detected by the current situation for the planning process, then policy and constitute the elements of the plan will benefit the plan implementation;

- i. Human and material resources
- ii. Methods and techniques to be applied
- iii. Application areas and environment
- iv. Time and its durations
- v. Control of time, techniques, tools and criteria determined (Taymaz, 1997: 48).

Preparation services training program: In-service training programs, employee training plan determined in keeping with the priorities and needs will be prepared in such a way. The issue of an education program, determines the content of the problems or needs. On the other hand the required knowledge work, which made the decision to develop competence in working with the skills and behaviors are an important factor in determining the content (Altınışık, 2006: 367).

Implementation of in-service training program: implementation of the operational phase of the training program adopted in-service training is in phase with the most important educational activities. After all kinds of research completed, it was determined that the training requirements specified in-service training policy, planning and preparing various programs, investments have been made. In this step, all resources have been foreseen by the program, determined purposes and achieve objectives are activated to achieve them (Aydın, 1988: 23).

Evaluation of in-service training programme: The final stage of the in-service training is evaluated. Assessment of individuals who come together to learn, to learn how they got along for identifying the training stage in a systematic way. Apparently the evaluation process, the purpose or purposes of the regulation is to show what percentage of the training program can perform. In other words, compared to the basic training program to edit the desired objectives to be achieved and actual results can be reached. Embody the results of the evaluation process is not a training program, a training program was incomplete. Based on previous information required to be performed by in-service training, staff specific information, teach skills and behaviors. They won that by this knowledge, we wish to achieve with requirements by providing skills and behavior, to what extent is that we want to solve the problems encountered in the organization. Or it is whether a significant reduction in their size. Thus training is an integral part of the assessment (Aksoy, 1984: 54).

3.8 Educational transfer

They have learned during the training the participants in education (knowledge, skills, attitudes, cognitive strategies) are called transfer training to work in an efficient and continuous application (Noe, 2009: 169).

Efficiency description: The concept of productivity has been ongoing since the early days of production in order to maintain the old as the history of humanity and people's lives,

producing human mode of production is directly related to the use of manufactured products and the production. The efficiency concept has a long history as the concept of social production, influenced by economic and technological progress and were defined in many different ways. Our era intensely competitive environment in which one of the factors to be taken into consideration in order to continue the existence of organizational efficiency (Hançer, 2004: 1) is defined as the ratio of the amount of physical factors of production spent for the production of products derived from the production with the most general definition (Ataay, 1988: 1). So the input to the output or input ratio is the ability to convert the output (Hançer, 2004: 1).

Impact on service training efficiency: In-service training, people are systematic practices for enhancing the knowledge and skills in order to do a job (Şenatalar, 1975: 93). These applications increase the productivity of employees, the management team requires more responsibility to prepare and provide the versatility to cover services such purposes. Education, whether in need of information about the services provided to improve the employee's susceptibility to services, improve skills and attitudes. It also raises the efficiency and quality of service, reduce staff turnover, saving time and effort. Also training enables them to be aware of what they are doing when employees, improves job satisfaction and team support operation (Uslu et al., 2013: 103).

In addition, training, employee 's work gripping strength, improves performance, erratic behavior and reduce losses and reduce the likelihood of accidents at work. Who constantly renew themselves in work, planned and scheduled work habits, time provides the opportunity to better evaluation. The business who 's self- confidence, improve their advancement opportunities; It adopts the productivity culture. All of this is achieved positive results in increased productivity (Ü. Doğan, 1998: 233) .

4. Methods And Research

4.1 The aim of the study

The requirements of the administrative staff in-service training program working at Gazi University, wishes, perception is to determine whether the detection of opinion in terms of compliance sizes and in-service training is a significant difference compared to the demographic characteristics of the staff about the impact on productivity.

4.2 Sub-objectives of the study

H1: in-service training of administrative staff by age participated in the study there was a significant difference between the impact on productivity.

H2: in-service training by the administrative staff participated in the study there was a significant gender difference in the impact on productivity.

H3: The administrative staff surveyed in-service training according to marital status is a significant difference between the impact on productivity.

H4: According to the administrative staff of the educational status surveyed in-service training is a significant difference between the impact on productivity.

H5: The administrative staff surveyed by the employee in-service training is a significant difference between the impact on productivity.

H6 : in-service training by the time of the administrative staff involved in the research work is a significant difference between the impact on productivity .

4.3 Research Model

This research, Gazi University in serving and in-service training joined the administrative staff of the services of views on the efficiency level of educational training requirements for managerial staff of the service request, perception, eligibility for views and some characteristics (gender, age, education level, marital status, seniority, work time in the institution) to determine whether and at what level predicted by the relational model from the general survey model used in this study.

4.4 Population and Sample

This research, working at Gazi University in the 2013-2014 academic year and participate in in-service training programs were conducted with 350 administrative staff. There are 3463 administrative staff who work in Gazi University. Büyüköztürk and others to determine the number of administrative staff to be achieved within the scope of the survey (2012) specified by the Equality. It was used.

$$n = \frac{n_0}{1 + \frac{n_0}{N}}$$

Equality. Sample size estimation in continuous variables

Located on equality $n_0 = \frac{t^2 PQ}{d^2}$ is calculated with equality and when p significance value of 0.05 received, $PQ = 0.25$ would be responsible and table money is coming t value 1.96 0.05 significance level $n_0 =$ is calculated as 384.16 (Büyüköztürk & diğerleri, 2012). When placed on the n_0 yer the formula;

$$n = \frac{384,16}{1 + \frac{384,16}{3463}}$$

It was determined that the number of administrative staff to reach 346. 350 administrative staff in the research views were taken.

Sex on the administrative right to participating in the study, age, education, marital status, seniority, work time in the institution, distribution of tasks in the task done by units 've institutions are located in Table 1.

Table 1. *Created by the Working Group on Demographic Characteristics of Administrative Staff*

Variable	Categories	f	%
Sex	woman	183	52,3
	man	167	47,7
Age	18-29	81	23,1
	30-35	79	22,6
	36-41	100	28,6
	42 and above	90	25,7
Education	high school	245	70,0

	associate degree	93	26,6
	license	12	3,4
	Graduate	82	23,4
Marital Status	married	82	23,4
	single	154	44,0
	divorced	32	9,1
Seniority	0-5 years	72	20,6
	6-10 years	78	22,3
	11-15 years	65	18,6
	16-20 years	84	24,0
	21 years and over	51	14,6
Working time in the institution	0-5 years	82	23,4
	6-10 years	87	24,9
	11-15 years	68	19,4
	16-20 years	77	22,0
	21 years and over	36	10,3
Task	School secretary	1	,3
	Officer	2	,6
	Assistant General Secretary .	1	,3
	Department head asst .	7	2,0
	Hospital director	26	7,4
	Expert	12	3,4
	Technical staff	260	74,3
	Institute secretary	41	11,7
Tasks performed by unit	Rector central units	125	35,7
	Faculty	136	38,9

College	18	5,1
Institute	40	11,4
Research and training centers	7	2,0
Hospital	24	6,9

4.5 Data Collection Tool

Data for this study were collected through a survey called the Administrative Staff Feedback Regarding the In-Service Training. The survey consists of two parts, namely agents for the opinions of in-service training with a personal information form. In order to give themselves their intimate and accurate answers to the questions subject credentials are requested. Administrative Staff Inservice Opinion Survey on Education, Cinema (2008) Applications developed by the In-Service Training Evaluation Survey was created in line. In the development process of the first survey of the literature was performed and the questionnaire was designed to consist of two parts. 5s in Likert type questionnaire items graded Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree categories are available. The administrative staff surveyed the personal information form gender, education level, age, marital status, seniority, work time in the institution, the task is to get information regarding the unit where he served.

Total item questionnaire consisting of 30 items will visit the five dimensions of the appropriate administrative personnel within the scope of the research is regulated in some way. For example, "in-service training, the effectiveness of the education system, we increase the efficiency." article, "In-service training, we increase the efficiency of the work environment productivity." It has been arranged. Cronbach's administrative rights in accordance with the answer to the organized working at Gazi University substances alpha (α) coefficient was calculated. The first item in the size scale with the size requirements of the α value of 0914; Article 0807 of the request size of the α value; Perception of the size of the α value of the goods in 0837; Compatibility size of the goods in 0826 during a visit of the α value of the goods in the value of α is determined that a 0783 Productivity size. All items on the scale Click calculated Cronbach's alpha value is. 920 ISE. (Kalaycı, 2009), alpha (α) coefficient refers to the reliability of the connected scale can be interpreted as follows:

- * $0.00 \leq \alpha < 0.40$ scale ISE is Unreliable.
- * $0.40 \leq \alpha < 0.60$ ISE scale reliability is low.
- * $0.60 \leq \alpha < 0.80$ ISE scale is quite reliable.
- * $0.80 \leq \alpha < 1.00$ scale highly reliable ISE.

In this regard, Administrative Personnel Services within the dimensions of the prepared scale to determine their views on education and all were found to be highly reliable.

4.6 Data Analysis

In order to solve the problems of the research is primarily descriptive statistics were calculated for administrative staff to answer derived from data collection tool. Then, in accordance with sub-problems of the survey frequency and percentage values were examined. Administrative staff in the measurements unrelated to investigate whether in-service training for their views differed depending on the characteristics t test, one way ANOVA and LSD multiple comparison test was calculated.

Pearson correlation coefficients were calculated to determine the relationship between the variables in the study. To what extent it is determined that disclosure of the opinions of the efficiency of in-service training of administrative staff has been calculated in order to stepwise multiple regression analysis.

5. Results and Comments

In this study, we aimed to determine the opinions of administrative staff in-service training and determination to show that this view of some features differ according to administrative staff . It is included in the framework of sub- problems to the findings.

Gazi University is level with views on the training of managerial staff of the service?

A questionnaire consisting of five dimensions to administrative staff and 30 items were applied to determine the opinions of training and in-service administrative staff working at Gazi University 's services participating in the training. Descriptive statistics were calculated in accordance with the answers they gave to the administrative staff of the questionnaire items are included in Table 2.

Table 2. *Gazi University Regarding Administrative Staff Of Inservice Training Feedback*

	Article Number	N	lowest	highest	\bar{X}	SS
requirement	8	350	8,00	40,00	32,82	5,66
request	3	350	3,00	15,00	11,98	2,25
perception	5	350	5,00	25,00	16,85	4,13
fitness	10	350	10,00	50,00	32,69	6,68
productivity	4	350	4,00	20,00	14,93	3,22
Total (efficiency of in-service training)	30	350	49,00	149,00	109,27	16,50

Table 2 shows attended in-service training for their views before training administrative staff services (total) in order that they have received an average score of 30 Preparations 109.27. The calculated average score in the survey because it is close to the maximum score from the survey of the opinions of administrative staff training services were determined to be positive.

Gazi University 'opinions on the training of managerial staff of the service is at what level?

Working at Gazi University and participate in in-service training programs for the training of administrative staff views substances were examined on the basis of the service.

Necessity size: The training of administrative staff working in the service of Gazi University regarding the requirement to substances in general is seen that participation. The administrative staff of the aforementioned size matter " in-service training is a necessity of our times. " expression (45.4 %) and agree (42.6 %) being strongly agree (88%) with a "scientific, technological and social developments in the areas of administration and require

administrative staff to take in-service training. " agent (46.6%) and agree (41.4 %) being strongly agree (88%) with one of the most participation shown substances.

Wish size: In-service training requests Veterans surveyed the items on the size of the University, it was determined that overall participation of administrative staff. Administrative staff in substances " to in-service training activities, developments and trends that I believe that I join my support innovation." agent (60.6 %) and agree (22.3 %) being strongly agree (82.9 %) are shown to propose maximum contributions.

Perception size: Administrative staff in-service training of the substance in the perception of size " in-service training activities program suitable environments (buildings, halls, classrooms, tools and equipment, etc .) Is carried out. " Expression (53.4 %) agree and (13.7 %) to strongly agree to (67.1 %) are shown to propose maximum contributions.

Compliance size: Research joined the administrative staff in-service training of the articles concerning the eligibility " personnel (administrators, administrative personnel) for which there is a healthy and regular in-service training policy. " Material (30.3 %) disagree and (15.7%) to strongly disagree to (46.0 %) and " in-service training units do not have a corporate management team and worthy of. " material (25.1 %) and disagree (11.1%) being strongly disagree (36.2 %) and " tutorials will be deployed in -service training (trainers) can not be selected from among experts in the field. " expression of (25.4 %) disagree and (12.6 %) being strongly disagree (38.0 %) was determined to be generally participate trends.

Attended in-service training before Gazi University was created to measure the appropriateness of in-service training of administrative staff are determined that the overall trend in the other seven participating substances. Administrative staff inservice of the created material for the training of compliance " intended knowledge and skills in the program in -service training activities are accelerated. " Statement (52.6 %) agree and (11.4%) being strongly agree (64.0 %) with a maximum participation proposition shown.

Efficiency size: Other materials for in-service training has been determined that the efficiency of the overall participation. The administrative staff surveyed "I share with my colleagues what I learned in-service training. " Expression (49.7 %) agree and (32.0 %) being strongly agree (81.7 %) are propositions shown maximum participation.

Gazi University administrative staff in-service training for staff of the opinions of some characteristics (gender, age, marital status, age, seniority, work time in the institution) does differ?

The views for training managerial staff of the service involved in the research requirements, desires, perceptions, convenience, and efficiency dimensions of staff of gender , age , marital status, working time in the institution and it was determined that no significant difference according to seniority.

By education level; One-way analysis of variance to determine whether there is a difference of opinion based on in-service training for educational staff working at Gazi University 's administrative situation calculated and the results are shown in Table 3.

Table 3. *Gazi University Administrative Staff of One-Way Analysis of Variance by the staff of Inservice Education Opinion on Education*

Dimensions	Source of variance	Sum of Squares	sd	Frames Per	F	p
requirement	Intergroup	277,593	3	92,531	2,937	,033
	Groups within	10899,424	346	31,501		
	total	11177,017	349			
request	Intergroup	19,148	3	6,383	1,264	,286
	Groups within	1746,669	346	5,048		
	total	1765,817	349			
perception	Intergroup	61,315	3	20,438	1,201	,309
	Groups within	5888,354	346	17,018		
	total	5949,669	349			
fitness	Intergroup	33,814	3	11,271	,251	,861
	Groups within	15544,861	346	44,927		
	total	15578,674	349			
productivity	Intergroup	47,115	3	15,705	1,521	,209
	Groups within	3572,374	346	10,325		
	total	3619,489	349			
total	Intergroup	454,504	3	151,501	,554	,646
	Groups within	94588,710	346	273,378		
	total	95043,214	349			

Considering the information contained in Table 3 of the training of administrative staff surveyed service request, harmony, perception, it was determined that no significant differences by education level in the efficiency of the administrative staff of the views size ($p > 0.05$).

Table 3 ' acting in accordance with the information in -house administrative staff at Gazi University 's training requirements for service views is determined that no significant differences by education level of administrative staff ($p > 0.05$) . LSD multiple comparison test was calculated in order to determine which groups are the differences, and the results are shown in Table 4.

Table 4. *Gazi University Administrative Staff of Inservice Training Staff views on the necessity of LSD by Education Level Test*

Education (I)	Education (J)	The average difference (I- J)	SE	p
High school	associate degree	-2,45122(*)	,87654	,005
	license	-1,80393(*)	,76728	,019
	Graduate	-1,90701	1,16986	,104
Associate degree	high school	2,45122(*)	,87654	,005
	license	,64729	,76728	,399
	Graduate	,54421	1,16986	,642
License	high school	1,80393(*)	,76728	,019
	associate degree	-,64729	,76728	,399
	Graduate	-,10308	1,09040	,925
Graduate	high school	1,90701	1,16986	,104
	associate degree	-,54421	1,16986	,642
	license	,10308	1,09040	,925

Considering the information contained in Table 4, only high school graduates based on their views regarding the training of the necessity of the administrative staff of the service working at Gazi University administrative staff training status seems to vary with the administrative staff with other education and administrative staff. High school graduate undergraduate and graduate degree is determined that the administrative staff of views on the need for in-service training by staff was lower ($p < 0.05$).

6. Conclusions And Recommendations

Gazi University administrative staff have been examined views on the impact on efficiency of in-service training at the university applied, the results obtained in accordance with the answers given are as follows;

- A positive opinion on the direction of the HIE is necessary implemented in university administrative staff at Gazi University have been identified.
- A positive opinion on the direction they want it to be applied in the university administrative staff at Gazi University HIE have been identified.
- The administrative staff at Gazi University HIE applied to the perception that the university has been identified as a positive level.
- Veterans ' positive opinions towards the suitably programmed for the purpose of HIE implemented in university administrative staff of the University have been identified.

- A positive opinion on the direction of the administrative staff as efficiently implemented in universities have been identified HIE in Gazi University.

- Opinions on the training of administrative staff at Gazi University was investigated whether the services varies by demographic characteristics. In this context;

Requirements of views on training managerial staff of the service participate in the survey, wishes, perception, availability and efficiency dimensions of staff of gender, age, marital status, seniority is determined that no significant difference compared to the working time in the institution.

The training of administrative staff participate in the exploration of the service request, harmony, perception, it was determined that no significant differences by education level in the efficiency of the administrative staff of the views size.

Opinions regarding the training of administrative staff participate in the survey requirements of the service only a high school graduate by education level seems to vary with the administrative staff with other education administrative staff and administrative staff. High school graduate by the administrative staff of the undergraduate and graduate degree views for staff in-service training requirements have been determined to be lower.

6.1 Recommendations

- a. Due to the high level of the opinion that the necessary in-service training, giving more importance to the HIE of university management, enhancing the implementation of the training and all staff will be in place to do the work.
- b. Indicates that they are willing to be at a high level in terms of HIE for administrative staff, since the request based on a need for more frequent training to meet these needs and wants and needs will be useful for the application.
- c. Due to the positive level of perception that the HIE, the university management of the HIE particular place in terms of making the clean and spacious environment, appropriate time and number of participants should be given to issues such as appropriate kept by the venue. Need of tools and equipment used in training will need to be capable of meeting. In particular, training people to be taken must be based on objective criteria, if the state is involved in the perception of administrative staff a more transparent system should be established for the selection of people to be trained to create.
- d. University management to administrative staff indicating that for the purposes of HIE, giving more importance to the content of the HIE must be made of the efforts to enhance the quality depending on specific needs. Increasing training activities should be chosen from experts in the field of trainers. Away from the boredom of training tutorial topics that should be given to a so entertaining in nature. Before training and after training to create change in the staff's knowledge, skills and behavior should work towards making the programming of HIE.
- e. University management to administrative staff expressed a positive opinion that is productive of HIE, HIE programs to be systematically and reliably. The content of the training must be capable of meeting the expectations and motivating. Training for staff advancement (promotion) should form the direction of step. The effective participation of the staff in training should be provided. After the training, staff prepared an environment to apply what they have learned for the benefit of her authority and focus on issues such as the nature of increasing the efficiency of the staff will be given the responsibility.

- f. High school graduate reasons for the lower of views on the administrative staff of the undergraduate and graduate degree requirements by staff in-service training should be examined and measures should be taken.
- g. Universities participating in in-service training to staff training skills and knowledge gained in the workplace and their friends in a survey done in being transferred.

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