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AN EMPIRICAL STUDY ON HUMAN RESOURCES MANAGEMENT IN CONSTRUCTION DEPARTMENT OF EPC CONTRACTORS IN PETROLEUM INDUSTRIES

Abstract:

Field survey is carried out in eight large companies involved in a petroleum refinery megaproject in Iran to investigate the effects of human resource management plans on client satisfaction. On the job training of staff as well as economic incentives are applied as the main topics of HRM plans. About 200 questionnaires have been completed along the EPC contractors as well as project client and management consultant. The results of each improving plan inspected during a six-month period and the results are compared. It has been found that there is a meaningful and significant dependence between knowledge based stimuli and client satisfaction. By comparing the financial based and knowledge based incentives, it was found that the technological factors are more important and the results and conclusions are more sensible rather than economic factors. Details of research procedure and differences between economic and technical factors are discussed.

Keywords:

Human Resource Management, Construction Department, EPC Contractor, Knowledge based incentives, Economic Incentives, Client Satisfaction