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The Relationship Between Unlimited Improvement and Business Performance: Educational Company Example

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Abstract

This study was carried out with the aim to investigate the relationship between unlimited improvement and business performance in education /training businesses, Tech Global Company. After researching the review of literature in the area of business performance, the researcher became aware of the importance of such relationship between the two elements in the most of the sectors. A survey was conducted with managers and employees in the training business. This paper contains the following; firstly, it has been reviewed what was published about this subject. Secondly, the model of study was clarified and the data obtained from a total of 25 participants, which are the entire staff of the company, were analyzed. Thirdly, in the discussion and result sections the relationship between unlimited improvement and business performance was determined. And finally, according to this analyse result, it is clear that there is a significant positive relationship between unlimited improvement and business performance.

Keywords: Unlimited Improvement, Business performance, Educational Company

Jel Code: M12

Sınırsız İyileşme ile İş Performansı Arasındaki İlişki: Eğitim Şirketi Örneği

Özet

Bu çalışma, Tech Global Company adlı eğitim/öğretim işletmelerinde sınırsız iyileştirme ile iş performansı arasındaki ilişkiyi araştırmak amacıyla yapılmıştır. Araştırmacı, iş performansı alanındaki literatür incelemesini yaptırdıktan sonra, sektörlerin çoğunda iki unsur arasındaki bu tür bir ilişkinin önemini farkına varmıştır. Eğitim işletmesindeki yönetici ve çalışanlarla bir anket çalışması yapılmıştır. Bu çalışma kapsamında öncelikle bu konu ile ilgili yayınlanmış çalışmalar gözden geçirilmiştir. İkinci olarak, çalışmanın modeli netleştirilmiş ve şirketin tüm kadrosunu oluşturan toplam 25 katılımcıdan elde edilen veriler analiz edilmiştir. Üçüncü olarak, tartışma ve sonuç bölümlerinde sınırsız iyileştirme ile işletme performansı arasındaki ilişki belirlenmiştir. Ve son olarak, analiz sonucuna





göre, sınırsız iyileştirme ile işletme performansı arasında anlamlı bir pozitif ilişki olduğu belirlenmiştir.

Anahtar Kelimeler: Sınırsız İyileştirme, İş performansı, Eğitim şirketi

Jel Kodu: M12

1. Introduction

At present, all areas of human life, especially education, are developing rapidly. In the current era, organizations face many challenges brought about by globalization, continuous technological development, intensified global competition, and ever-changing consumer behavior. This makes those responsible for institutions and organizations think seriously to keep up with this rapid pace of development. Therefore, companies must develop new products and services, find new input resources, develop new business processes, and implement multiple innovations related to organizational structure (Uzkurt, 2008). All these challenges have prompted organizations to adopt the following principles.

Infinite Improvement is one of the essential total quality management tools used to improve FAO's activities and operations by improving and developing the organization's current performance. Continuous Improvement is a management concept that aims to continuously build processes and activities related to machines, materials, individuals, and production methods. The management has the responsibility to provide the necessary conditions for the success of unlimited improvement work. Adopting the concept of continuous Improvement in institutions and organizations is one of the strategies aimed at delivering high-quality output with a competitive advantage in response to market obstacles (Bensalah, 2019). This can be achieved through the introduction of continuous development in management, activities and processes, the provision of an innovative environment and suitable infrastructure and modern means, and the use of ICT in production and customer service, as it helps to improve the interaction between employees Relationship and company management, it helps to strengthen the relationship between the company and its customers. Business performance and unlimited Improvement are important factors to increase productivity. Provide an innovative environment and suitable infrastructure and modern means and the use of ICT in production and





customer service because it helps to improve the relationship between employees and company management: interactive relationship and help strengthen the relationship between the company and customers. Business performance and unlimited Improvement are important factors to increase productivity. Provide an innovative environment and suitable infrastructure as well as modern methods and the use of information and communication in production and customer service Technology, because it helps to improve the interaction between employees and company management, and helps strengthen the relationship between the company and customers. Business performance and unlimited improvements are important factors to increase productivity .

This research aims to obtain the following answer: Is there a relationship between unlimited Improvement and business performance? This study aims to explore the relationship between the above two elements. The scope of this research is one of the training and consulting companies in Istanbul. A survey was prepared to collect data, analyze, discuss, and then present the results.

2. Theoretical framework

The unlimited Improvement in organizational performance of all agencies creates tremendous opportunities for excellence and increased profits. Infinite Improvement is one of the most advanced and essential technologies based on incremental Improvement in production. These improvements are reflected in reducing costs and improving product quality. Therefore, infinite Improvement aims to lower costs rather than control fees to reduce costs in the short term. Product life cycles satisfy consumers' desires, satisfy their ambitions, and gain competitive advantages for organizations, thereby increasing their market share (Basil, 2001).

All companies are seeking to achieve these goals. Jain et al. (2012) defined unlimited Improvement as a series of activities that constitute a process to achieve performance improvement. Improvement is also defined as "gradual Improvement through small improvement activities rather than large activities. These improvements are achieved through innovation or large investment in Technology. Improvement is a goal, which is the senior management, executive management, and all responsibility for activities (Hilton, 1999). From the name of unlimited Improvement, researchers





believe that it is a continuous effort to improve products, processes, or services by tracking and organizing work and improving quality. This is done through modern scientific mechanisms, such as logistics management and supply chain components. These are all important reasons for improving business efficiency. The goal of infinite improvement technology is to achieve complete perfection through continuous Improvement of the production process, which requires a huge effort to achieve this goal because the realization of the strategic goal is to obtain a competitive advantage by reducing costs, improving quality and customer satisfaction (Gain, 2004). Infinite Improvement involves all the elements that affect the organization's performance within the scope and is checked in the elements of the organization's scale. Therefore, all personnel, units, tools, and applications are included in the Improvement (Küçük, 2011). The goal of infinite improvement technology is to achieve complete perfection through continuous Improvement of the production process, which requires huge efforts to achieve this goal because the strategic goal is to obtain a competitive advantage (gain, 2004). Infinite Improvement involves all the elements that affect the organization's performance within the scope and is checked in the elements of the organization's scale. Therefore, all personnel, units, tools, and applications are included in the Improvement (Küçük, 2011). The goal of infinite improvement technology is to achieve complete perfection through continuous Improvement of the production process, which requires huge efforts to achieve this goal. The realization of the strategic goal is to obtain a competitive advantage (gain, 2004). Infinite Improvement involves all the elements that affect the organization's performance within the scope and is checked in the elements of the organization's scale. Therefore, all personnel, units, tools, and applications are included in the Improvement (Küçük, 2011). Improve quality and customer satisfaction (Gain, 2004). Infinite Improvement involves all the elements that affect the organization's performance within the scope and is checked in the elements of the organization's scale. Therefore, all personnel, units, tools and applications are included in the Improvement (Küçük, 2011). Improve quality and customer satisfaction (Gain, 2004). Infinite Improvement involves all the elements that affect the organization's performance within the scope and is checked in the elements of the organization's scale. Therefore, all personnel, units, tools, and applications are included in the Improvement (Küçük, 2011). 2004). Infinite Improvement





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As far as business performance is concerned, it can be defined as the results achieved by completing the target within a certain period of time. Business performance management is a set of performance management and analysis processes that enable an organization's performance management to achieve one or more pre-selected goals. Enterprise performance management has three main activities; the selection of goals, the integration of data related to organizational progress, and the intervention of managers based on the reviewed data to improve future performance. These three activities are usually carried out at the same time, and interventions will affect the choice of targets, the information to be monitored, and the activities carried out by the organization.





For this concept, a company is understood as an effort to achieve its goals. Business performance is a success indicator determined by different factors. Organizational performance is not only an organization; it is an overall human factor. The source of raw materials, tools and equipment, funds and uses of the people who form the organization, and the most appropriate way to achieve management goals are the basic indicators of organizational performance (Küçük et al., 2015). Performance improvement is a form of organizational development that focuses on increasing output and improving the efficiency of specific processes or procedures. Performance improvement can occur at different levels, including employee level, team level, department or unit level, and the entire organization.

The concept of performance describes how an individual or group draws conclusions to achieve goals. Performance is a concept displayed by outstanding employees of an organization when they complete tasks. This is why the success of an organization is directly proportional to the performance of its employees (Benligiray, 2004: 141). Business performance is a description of the business goal or the level of completion of the target based on the output/conclusion obtained at the end of the business period (Yıldız, 2010: 180). Business performance is important because it provides information about the organization's goals and achievements. Well-performing organizations attract investors because they monitor the company's overall performance in making investment decisions, whether it's starting, retaining, or exiting the investment. People often notice that in management disciplines, measuring organizational performance has received extensive attention and is ultimately the dependent variable of interest. (Richard et al., 2009). The performance of a company is considered to be an important factor in ensuring that the company maintains continuity in the increasingly fierce competition (Küçük and Kocaman, 2014).

The relationship between the elements used to ensure business continuity and progress is considered very important. In this case, the company will consider the relationship and its positive impact on the business. Many studies have shown a positive correlation between corporate efficiency and other important factors, such as business process/risk management/quality management/innovative activities or customer orientation. In the research conducted by Soylu and Öztürk (2010), it has been determined that innovation is important in management, and it has





been determined that senior management is important to realize innovative applications in many enterprises. According to Küçük and Kocaman (2014), "regression analysis is performed to test the relationship between innovation activities, customer orientation, and business performance. As a result of this analysis, an "important and positive relationship" is determined. The evaluation should be conducted on the factors that will affect the company's performance Factors to ensure corporate quality, efficiency, sales, profitability, reputation, image, internal and external customer satisfaction".

3. Aims of Study

This research aims to explore the relationship between unlimited Improvement of educational enterprises and enterprise performance management. The importance of research lies in emphasizing the role that endless Improvement can play in the improvement process and clarifying the importance of the relationship between unlimited Improvement and performance improvement in institutions and organizations. In addition, it is an opportunity for leaders and managers of industrial enterprises to understand this relationship.

4. Scope and methodology

This research will focus on the relationship between unlimited Improvement in education companies and corporate performance management. The theoretical part is relatively complete, including some general concepts of infinite management optimization and business performance. In this way, the idea is based on the relationship between unlimited Improvement and business performance. The scope of the research was conducted by the supervisors and employees of the TechGlobal Training and Consulting Center. The center is located in Istanbul, Turkey. In terms of methodology, the analytical techniques used in this study rely on statistical quantities. Therefore, use questionnaires to collect data.

Data were collected by judgmental method, one of the non-random data collection methods (Küçük, 2016a). The investigators distributed 25 questionnaires, 4 were not answered, and 21 questionnaires from the company were received. The survey is divided into three main parts, the first is about general information, the second is about unlimited Improvement, and the last is about business performance management.

There are many previous studies on business performance. In this





sense, a general data collection tool was created in our study. For unlimited improvement, the Küçük (2020) scale was used.

The scales has been used in these parts, unlimited Improvement and business performance, is the Likert scale: 1) completely agree, 2) agree, 3) undecided, 4) disagree, 5) completely disagree. Analyze the collected data through the SPSS statistical program.

5. Research Model

The process is to obtain value through a series of interrelated activities. This value is embodied in the form of products, services or information that meet customer expectations and requirements, all of which are actually completed in all businesses (Küçük & Polat, 2013). According to the literature research, the research model shown in Figure 1 is established.

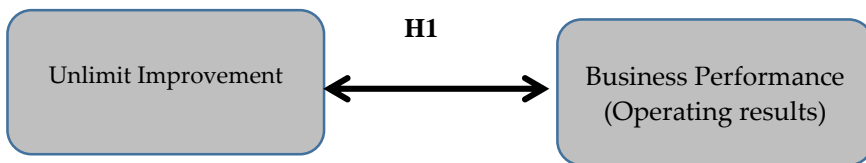


Figure 1. Research model

It can be seen from Figure 1 how the relationship between the two elements is. Küçük (2011) and Nurov (2017) determined a relationship between unlimited Improvement and organizational performance.

6. Hypothesis

In reviewing earlier studies, some studies directly examined the relationship between unlimited Improvement and other factors. For example, Küçük (2011), (2016b) and Ay & Nurov (2017) determined that there is a relationship between unlimited Improvement and organizational performance. Küçük (2011) found that unlimited Improvement is a quality improvement tool. It is based on the continuous realization of all business activities. It has no restrictions on quality improvement activities, personnel, processes and other internal and external factors of the organization. It is a quality. The improvement tool that focuses on removing all existing and potential limitations. Küçük (2012) studied the scale of total quality





management in the development of infinite improvement concepts. Comprehensive quality management has been evaluated in different applications and organization types; however, there is no direct link between unlimited Improvement and total quality management. Nevertheless, many studies have established a relationship between concept and organizational performance (Ay & Nurov, 2017; Benshina, 2018; Küçük and Küçük, 2012; Küçük vd. 2015).

The research provided by Najwa (2020) shows that intellectual capital has a statistically significant impact on the application of unlimited Improvement. Benshina (2019) studied the relationship between Libyan Industrial Company's unlimited Improvement and performance management, and there is a significant positive correlation between these two factors.

As we all know, hypotheses are tentative and testable answers to scientific questions. In this direction, the research hypothesis is determined as follows:

H1: In education companies, there is a statistically significant relationship between unlimited Improvement and performance improvement.

7. Data analysis

The learning community comprises financial management accountants, marketing directors, managers of the quality control office, general managers of the training and consulting center, and the academic department. According to the personal knowledge of the researchers of the education company that formed the research group, the researchers used manual and direct communication as much as possible when distributing questionnaires to industrial companies to avoid their losses.

Table 1 shows the results of unlimited improvement.





Table 1. Unlimited Improvement Results

Infinite Improvement	Factor loading	core value	Difference interpretation rate%	Cranach Alpha	Average	KMO value
1. Do not exclude the user's thoughts or suggestions	,810	3,845	74,538	,705	2,23	,645
2. Unlimited recycling (Improvement of the whole process, application, personnel, machinery and equipment, and suppliers) is very important	,671				1,04	
3. To administrators participate in training	,665				1,38	
4. Time managers are included in the Improvement	,672				1	
5. The entire organizational structure is included in the Improvement	,607				1	
6. Career included in Improvement	,611				1,90	
7. Tools included in Improvement	,591				1,09	
8. The time course is included in the Improvement	,785				1,14	





Table 1. Unlimited Improvement Results

Infinite Improvement	Factor loading	core value	Difference interpretation rate%	Cranach Alpha	Average	KMO value
9. The total application is included in the improvement	,776	3,845	74,538	,705	1.14	,645
10. Time providers are included in the improvement	,670				1,85	
11. Manager can be changed	,598				1,80	
12. Changeable organizational structure	,765				1,95	
13. Career can be changed	,818				1,90	
14. Tools and tools can be replaced	,601				2	
15. The process can be changed	,878				1,80	
16. The total number of applications is variable	,802				2,09	
17. The time supplier can be changed	,586				1,90	

As shown in Table 1, the result factor value of unlimited Improvement is 0.705 on average. Since the value exceeds 0.4, this means that average





sampling is a good factor. All statements have factor loadings greater than 0.5 and eigenvalues greater than 1, indicating that these expressions are suitable for analysis. This result shows a benefit of higher than 0.50. Kaiser-Meyer-Olkin's measurement of sampling adequacy is within an acceptable range ($p < 0.000$). Principal component factor analysis was performed on 17 items. A factor has eigenvalues that exceed the Kaiser standard, and the gravel diagram is clear and shows an inflection point. It can be proved that it is reasonable to retain only one factor that can explain 74,538% of the variance. Kaiser-Meyer-Olkin measurement verified the sampling adequacy of the analysis, $KMO = 0.645$.

It can be seen from Table 2 that Cronbach's alpha coefficient is 0.738. The ratio of variance explanation rate is 57,820%. In addition, it is found from Table 2 that the value of Kaiser-MeyerOlkin (KMO) is 0.670.

Based on the results of the Cronbach Alpha test, the test is used to measure the reliability of research conducted to determine the impact of unlimited improvements on business performance (0,738). Given these values, customer satisfaction (0,598), development of new products (0,788), market share (0,672). New product quality (0,604), business productivity (0,806), target achievement (0,869), sales (0,602).

Thus, it was decided that the scales could be used in reliable, valid and scientific research analyses (Küçük, 2016a: 227-232).

Table 2 shows the survey results of business performance.





Table 2. Business Performance Results

Operating results	Factor loading	core value	Difference interpretation rate%	Cronbach Alpha	Average	KMO value
1. Supplier satisfaction	,809	4,57	57,820	,738	2,76	,670
2. Establishment of new product/service development	,788				2	
3. The company's reputation and image are relatively high.	,820				1,95	
4. Our business has a high market share.	,672				2,76	
5 Our new products/services are of high quality.	,604				1,95	
6. Our business is highly productive.	,806				2,14	
7.The level of achieving our business goals is High.	,869				1,95	
8. Our business has high sales.	,602				2,95	
9. The profitability of our business is very high.	,820				2,14	
10. High customer satisfaction.	,598				1,95	





It analyzes the correlation analysis between unlimited Improvement and corporate performance. The main statistical measure of the relationship is the correlation coefficient, in which correlation analysis focuses on finding out whether the relationship exists and determining its size and direction (Sanders, 2011). To understand the greatest contribution of this relationship between variables, a multiple regression was performed. (Hair, Anderson, Tatham, & Black, 1998; Saunders, 2011; U. Sekaran, & Bougie, R., 2016), they described multiple regression as a statistical technique used to predict the influence of multiple independent variables. in other words,

The study analyzed the correlation between unlimited Improvement of relationships and business performance through Pearson correlation analysis, as shown in Table 3. Pearson correlation analysis is used to measure the level of the linear relationship between two continuous variables. In other words, it studies the meaningful connection between two variables (Kalaycı, 2010). Pearson correlation has been used to test the relationship between variables in the study.

Table 3. Correlation Relationship

variable	Operating results	Infinite Improvement
Infinite improvement	0.79	1
Operating results	1	0.79

According to correlation analysis, there is a strong correlation between unlimited Improvement and performance. Küçük, (2016a) pointed out that if the result goes from (0.6) to (0.8), it indicates that the relationship between the variables is strong. In other words, there is a relationship between unlimited Improvement and business performance. Therefore, the H1 hypothesis is accepted.

8. Discussion

This research examines the relationship between unlimited Improvement and business performance. Obviously, this relationship between common factors is essential to business quality. As Küçük and





Kocaman (2014) said, many factors affect the services provided by enterprises. These factors are essential factors to ensure the effectiveness and continuity of the service market business

People think that quality improvement and productivity improvement are related but different infinite improvement methods. Total Quality Management (TQM) and 6 Sigma have been regarded as typical quality improvement strategies (Küçük, 2011), (Antony & Banuelas, 2002). Within the organization, it is worth noting that compared with the general ISO9001 standard, quality standards such as ISO13485:2003 emphasize unlimited Improvement, which indicates that unlimited Improvement may be problematic in the context of the regulatory process (Küçük et al., 2015). In this study, Pearson correlation analysis revealed the relationship between unlimited Improvement and Performance Improvement, and found a statistically significant positive correlation. In the research, Pearson correlation analysis revealed the relationship between unlimited improvement and performance improvement, using SPSS software to investigate through Pearson correlation analysis.

Among them, the research represented by H_1 can be said that the hypothesis of this research has been clearly confirmed by the researchers. The research results show a significant positive correlation between performance management and unlimited Improvement and its components (planning, management, improving business quality, relationship with customers, and human resource development). This result reveals the importance of understanding the unlimited improvements and performance improvements in the commercial and industrial fields and the connections and relationships between them.

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One of the important components of business performance that must be mentioned is leadership. Cummings and Schwab (1973) claimed that leadership is the most important variable that affects the performance of an organization's employees, and it is also the most important variable that affects the performance of an organization. Naktiyok and Küçük (2003) measured the impact of TQM's key factors of total quality management on organizational performance in their research. As a result of the research, there is a meaningful relationship between the overall standards of total quality management and corporate performance indicators. According to observations, this influence is particularly prominent in leadership and human resource management standards. When choosing a strategy for Unlimited Improvement, leadership is the key to success. It has been suggested that organizations with concentrated expertise and more direct leadership will find process-centric strategy easier to implement. In contrast, organizations with decentralized expertise and more supportive leadership





will find cultural strategies more appropriate (Küçük, 2012).

Reviewing the organization's level of development and preferred management leadership style will help the organization choose a strategy that requires the lowest path from the organization's current state to unlimited Improvement. It is worth noting that this classification is a kind of simplified view of how to implement these strategies in the real world, and the spirit of these strategies can be seen. When choosing a strategy for unlimited Improvement, leadership is critical to success. The situational leadership model has been adjusted to indicate whether a culture- or process-centric approach is more suitable in different situations (Francisco & Boake, 2003). It is recommended that organizations that focus on expertise and use more direct leadership will find that process-centric strategies are easier to implement. In addition, organizations with dispersed expertise and more supportive leadership will find cultural strategies more appropriate (Küçük, 2012). Reviewing the organization's level of development and preferred management leadership style will help the organization choose a strategy that requires the least path from the organization's current state to unlimited Improvement. research shows,

This is consistent with the study of (Jose Nicolas, 2014), which shows that it is time to leave the old adversarial management industry working methods behind. It's time to establish a better and more direct relationship with our owners/clients, develop more teamwork on the construction site, and produce better work quality. Such a goal requires the establishment of an unlimited improvement process within the company to provide quality management. Meeting owner/customer requirements (providing customer satisfaction) is the main goal of quality management. If a construction service provider contractor is to be successful, it must meet the owner/customer requirements (Bensalah, 2019). The implementation of total quality management and unlimited improvements in daily construction activities are closely related to all personnel involved in the construction process. Infinite Improvement is a process used by companies around the world as a strategy to meet demanding markets. In endless Improvement, there are various tools and methods to improve the production process, and there is a large amount of literature on it.

As the researchers said, there is a positive correlation between unlimited Improvement and corporate performance, which can be a direct





impact on quality and development. This is what is mentioned in many studies related to the relationship between other elements, such as (innovation, risk management, orientation, etc.) and business performance. The study results indicate that the infinite improvement process should have performance metrics related to all organizational processes, which is not common, at least in industrial companies. Formento et al., (2013) explained that approximately one-third of large companies have developed continuous improvement plans and achieved very effective results. This means that they set high standards and therefore become benchmarks for other companies, although they still need to develop themselves further (Bensalah, 2019). The research results are parallel to this research. The research results show that it is compatible with this research.

9. Results

An education company is one of the companies in the field of training and consulting. These companies now offer various accredited training programs. Many factors affect the services provided by enterprises. These factors are important factors to ensure the effectiveness and continuity of the service market business. The main purpose of this research is to investigate the relationship between the unlimited Improvement of TechGlobe, Training & Consultancy Company and business performance management. To this end, three different parts are used to determine this relationship.

First of all, regarding demographic characteristics, according to the study results, it is observed that there are more male participants (71.4%) than female participants. When checking the age of the participants, it was found that (48.7%) of the participants were 20-40 years old. However, people aged 41-55 are (52.3%). Judging from the education status of the participants, Master degree and above the highest level of education. Secondly, in the infinite improvement part, some strengths were discovered. For example, 100% of the participants have confirmed the importance of endless Improvement in the whole process, applications, personnel, machinery, equipment, and suppliers. And with the same percentage, the role of managers and leaders in the process of unlimited Improvement is emphasized. In addition, about 90% of people believe that the stability and immutability of the institutional structure contribute to the operation of unlimited Improvement. Many points in this section have almost the same result, but the researchers will focus on the previous point because it thinks





it is essential.

Third, in terms of business performance, most interviewees said that their answers to most of the statements were close to each other, and about 80% of them chose the (agree) option. Finally, a regression analysis is performed to test the relationship between the variables. As a result of this analysis, a significant positive correlation is found between the two variables in the research model H₁. Küçük, (2016) pointed out that if the correlation analysis of the results from (0.6) to (0.8) shows a strong correlation between the variables. In other words, there is a relationship between unlimited Improvement and business performance.

10. Conclusions and Recommendations

This study aims to review the literature on unlimited Improvement and performance improvement in education companies. The importance of this research comes from the title itself. Among them, the research topic is the relationship between unlimited Improvement of education and training business and performance improvement. In addition, the relationship between variables and performance improvement is emphasized in the framework of alternative strategies based on previous literature. In addition, this research attempts to explore unlimited edits and their relationship to performance improvements. The study uses structured questionnaires to investigate different sample units in the entire survey research. Use SPSS software to research and analyze all survey data and then evaluate through discussion.

Focus on concepts and unlimited improvements and their role in improving and measuring performance. Highlight the potential for unlimited Improvement in relation to organizational performance. It also explains in detail the ideas related to the performance concept and looks for ways to measure it. Finally, the research results show that there is a statistically significant positive correlation between the performance improvement of education companies and unlimited performance. In summary, this reflects the principle of endless Improvement within the enterprise organization and its role in improving performance.

Based on these data, you can share the following recommendations for training companies:

*Enterprises should adopt new methods and new ideas in developing





new products and get the support of management.

*Create an organizational culture that guides employees to strive to achieve unlimited Improvement and increase productivity.

* Companies should collect and evaluate information to determine the needs and requirements for providing the best service to customers.

* Customers should apply the idea of providing exemplary service during and after the training service and ensure customer satisfaction.

*To be successful in business, organizations must attach great importance to leadership.

* Companies must adopt a strategy of unlimited Improvement.

This work was carried out at a training and consulting company based in Istanbul. This research can be extended to other education companies on a larger scale. This research can be extended to other education companies on a larger scale. In addition to unlimited improvements, the research can be enriched by using different factors and different areas.





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