



**Investigating the Impact of Administrative Health on Work Process Improvement
(Case Study: Staff Members of Yasuj University of Medical Sciences in 2017)**

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**Investigating the Impact of Administrative Health on Work Process Improvement (Case
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ABSTRACT

The present study aims to investigate the role of administrative health in improving the work process in Yasuj University of Medical Sciences. This is an applied research in terms of purpose, a correlational research in terms of the nature and a cross-sectional research in terms of method. The study population includes the managers and staff members of Yasuj University of Medical Sciences in 2017, with a total number of 961 people, among whom 276 people were selected as the sample size using Morgan Table. The data collection tool used in this research was a questionnaire the reliability and validity of which were confirmed in a preliminary study. Descriptive and inferential statistics (Pearson correlation coefficient and regression analysis) were used for data analysis. The data were processed using the SPSS software. The results showed that there is a significant relationship between administrative health and the improved work process in Yasuj University of Medical Sciences, and all dimensions of administrative health (transparency, electronic systems, accountability, administrative discipline, meritocracy, legality) are significantly associated with improvement in the work process. Also, the regression analysis showed that the transparency and meritocracy variables have had the highest contribution to the work process improvement in Yasuj University of Medical Sciences with a beta of 0.355.

Keywords: work process improvement, administrative health, Yasuj University of Medical Sciences.



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1. INTRODUCTION

Today, administrative and financial corruption has become a global problem. Governments are aware that corruption is causing many problems, and it knows no bounds, as its results and outcomes are diverse based on the type of political and economic organization and depending on the development rate of organizations. This phenomenon is known in today's world, especially in developing countries, as one of the most important factors in the development of society, and has caused irreversible damage to the speed of the development of societies (Fazeli, 2009).

One of the key issues faced by managers in relation to administrative behavior is that they should encourage employees to feel more committed to their employers so that they face fewer problems. Since the boundary between the right and wrong things has been eliminated in recent years, there are some individuals around or even in organizations who openly commit illegal acts (including bribe, false reporting to government agencies for tax evasion). (Haghighatian et al., 2012).

On the other hand, work process improvement means doing our work better than before, rather than simply reducing the problems that come from different parts in the organization. This means avoiding the usual behavior of many organizations and companies, which is blaming people for problems and errors (Ilka et al., 2007). For survival and better competition in global markets, organizations and firms have to undergo a fundamental transformation by redesigning their business processes and considering all aspects and resources, including tangible and intangible assets, because a major part of process change is created through the management of work processes and its environment. One of the most important ways keeping up with a world of new scientific, literary, social, and cultural inventions is training employees and updating their scientific information. The employees' professional skills are the most important and urgent needs, and any kind of inattention to attaining this skill will create problems for him or her in



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attaining success. The key point is that sufficient knowledge and awareness of one's tasks is very important, but it is obvious that (performing one's work effectively) is another important point that relates to the employees' professional skills and is so important that it can be argued that academic skills are part of employees' professional skills (Goodarzi et al., 2010). Corruption and lack of administrative health is a problem that human society has been facing throughout different ages and has attracted the minds of many social and political thinkers because of the many problems and consequences that it has brought about for human societies. Financial corruption, as one of the most common forms of corruption, is also a phenomenon that has exceeded the boundaries of time and space and belongs neither to a specific time nor to a particular society (Mafi et al., 2012). Today, no country, even the most democratic or totalitarian, developed or undeveloped countries, evaluate the administrative system of their countries to enjoy complete administrative health; that is, all administrative systems of the world have some degrees, levels and layers of corruption (Ansari et al., 2009).

In the turbulent era of global competition and with the rapid technological advancement, politicians and managers consider work process improvement as one of the organizational goals; therefore, this study has sought to investigate the role of administrative health in improving the work process of the organization (Mafi et al., 2014).

In order to prevent the spiritual, social and economic damage and problems of corruption and its effects on the work processes in Yasuj University of Medical Sciences, this study tries to identify the factors and dimensions of administrative health and take an effective step to improve the work processes and provide better services by providing practical solutions and suggestions in this respect. Therefore, the main question of the research is: is there a relationship between administrative health and work process improvement in Yasuj University of Medical Sciences?

2. LITERATURE REVIEW

Haghighatian et al. (2012) have investigated some social factors affecting corruption. The results of the regression model analysis showed that the most important variables affecting administrative corruption are organizational commitment and employees' financial status. Job



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satisfaction was shown to have an inverse relationship with corruption. In total, the coefficient of determination of the model was obtained 57%; meaning that 57% of the dependent variable, administrative corruption, is explained by this model, which indicates good fit of the model. Mehrgan and Mohseni (2012) investigated the causal relationship between poverty and corruption in developing countries. Their findings showed that poverty and corruption move in the same direction; in other words, the causal relationship between them is a two-way causal relationship. The implication of this paper is that poverty reduction and anti-corruption strategies must complement each other and measures must be taken to reduce poverty (Zareinejad et al., 2014). Azimi et al. (2010) have investigated the impact of managerial and organizational factors on the administrative-financial corruption in public organizations in the centers of Isfahan and Zanjan provinces. Their findings showed that out of the 14 organizational factors affecting administrative-financial corruption, these nine factors are more important in public organizations: the payment system, the control and monitoring system, communications, crimes and corruption laws, informal groups, transparency, information and accountability, administrative rules and regulations, and psychological factors (Foroughi and Esfahani, 2012). Among the 5 managerial factors affecting the administrative-financial corruption, three more important determinants include: managers' weakness in leadership and guidance, managers' weakness in monitoring and control, and managers' weakness in mobilizing the resources and facilities (Brunner and Ganga-Contreras, 2017). Chang and Liu (2008) conducted a study entitled "employee empowerment, innovative behavior and job productivity of public health nurses", and found that two significant dimensions of competency and innovative behaviors predict human resource productivity.

3. RESEARCH METHOD

This is an applied research in terms of purpose, a correlational research in terms of the nature and a cross-sectional research in terms of method, because it has been conducted within a certain period of time. The library method has been used in this study for data collection in such a way that different sources, theories and the history of the subject matter from internal and external



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books as well as articles and journals in organizations and libraries have been studied and used, and the survey method has been used for data collection. The data gathering tool used in this study was a questionnaire. The questionnaires were distributed among the population consisting of the managers and all the staff of Yasuj University of Medical Sciences in 2017, with a total number of 961 managers and employees, among whom 276 people were selected as the sample size using the Morgan Table. The simple random sampling method was used in this study. Descriptive and inferential analyses (Pearson correlation coefficient and regression analysis) were used for data analysis and the hypotheses were tested using the SPSS software.

4. FINDINGS

Main hypothesis: There is a relationship between administrative health and work process improvement in Yasuj University of Medical Sciences.

The results of the Pearson correlation test (Table 1) show that the correlation coefficient is 0.746, which is significant at the level of 0.001. Therefore, it can be concluded that there is a significant relationship between administrative health and improvement of work processes in Yasuj University of Medical Sciences at the 99% confidence level.

Table (1): The results of the correlation test between administrative health and improvement of the work process

variable	Work process improvement		
administrative health	Pearson		frequency
	Correlation coefficient	level of significance	276
	0.746**	0.001	

**significance at the 9% level, *significance at the 95% level

Sub-hypotheses:



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The results of the Pearson correlation test (Table 2) show that the correlation coefficient of all dimensions of administrative health is significant, so it can be admitted that there is a significant association between the deployment of electronic systems, meritocracy, accountability, legality, transparency, administrative and financial discipline and the work process improvement in Yasuj University of Medical Sciences at the 99% significance level.

Table 2: The results of the correlation test between the deployment of electronic systems and the work process improvement

Variable	Work process improvement		
	Correlation coefficient	Pearson level of significance	frequency
meritocracy	0.716**	0.001	276
accountability	0.448**	0.001	276
transparency	0.599**	0.001	276
legality	0.730**	0.001	276
administrative-financial discipline	0.436**	0.001	276
Deployment of electronic systems	0.566**	0.001	276

****significance at the 9% level, *significance at the 95% level**

Considering the significant levels presented in Table (3), we can conclude that there is a significant relationship between all dimensions of administrative health and work process improvement in Yasuj University of Medical Sciences at 0.05 level. Also, considering the calculated beta that prioritizes the effect of the variables in question regardless of the index, the transparency and meritocracy variables have the highest level of contribution to work process improvement in Yasuj University of Medical Science with a beta of 0.355s, and the next important variables include: legality with a beta of 0.354, the administrative discipline variable



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with a beta of 0.182, the deployment of electronic systems with a beta (of 0.152, and the accountability variable with a beta of 0.082 respectively.

Table (3): Regression coefficients

variable	Non-standardized coefficients		Standardized coefficients	T	level of significance
	B	Standard error	BETA		
Fixed value	16.382	2.027	**	8.080	0.001
transparency	0.644	0.116	0.355	5.534	0.001
Deployment of electronic systems	0.366	0.156	0.152	2.348	0.020
accountability	0.213	0.158	0.082	1.345	0.008
Administrative discipline	0.390	0.130	0.182	3.006	0.003
meritocracy	0.828	0.168	0.355	4.923	0.001
legality	1.161	0.243	0.354	4.784	0.001

5. DISCUSSION AND CONCLUSION

The present study showed that there is a relationship between administrative health and work process improvement in Yasuj University of Medical Sciences, and between all dimensions of administrative health (transparency, electronic systems, accountability, administrative discipline, meritocracy, legality) and work process improvement in Yasuj University of Medical Sciences. The regression analysis showed that the transparency and meritocracy variables, with a beta of 0.355, had the highest contribution to the work process improvement in Yasuj University of



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Medical Sciences; therefore, identifying the priority of influential variables in improving the work process in Yasuj University of Medical Sciences, we should act based on the importance of the variables and pay more attention to these variables in order to improve the work process in Yasuj University of Medical Sciences.

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