Examining the Effect of Official Services on Organizational Productivity (Case Study: Mahabad Banks)

Parang Hassanzadeh, Masoud Ghahremani*

Department of Public Administration, Mahabad Branch, Islamic Azad University, Mahabad, Iran
*Corresponding author email: mhd472002@yahoo.com

Abstract: The aim of the present study is to examine the effect of official services on organizational productivity. The statistical population comprises of 169 employers working in banks across Mahabad. Sample size was determined as 108 using Cochrans formula. To collect the data use was made by Mogimi and Ajio standard questionnaires. It was concluded in the study that variance analysis of regression model was significant and it could predict 41% of productivity variable at 0.001 level of significance.

Keywords: official services, organizational productivity, Mahabad banks

Introduction

Based on articles 36, 37, and 38 of service management, the executional branches are responsible for provide the required processes and their implementation methods with an aim to improve the efficiency of human force dealing with activities such as speed, accuracy, expense, quality, satisfaction support and wisdom and that they reform these methods every three year (article 36).

Article 37, the executional branches are responsible for embarking on the principles with the aim of improving the quality and quantity of services.

Article 38, to accelerate the service providing, electronic-service providing sectors are established through the public and private sectors. All executional branches are responsible for deliver the services up to the year 2007. The executional guideline of this article is issued and proved by the supreme council. In case the executional branches do not perform on them, the shareholders are responsible for demonstrating the additional spaces to the referred general administration (Service management law, 2009).

It is feasible to say that information technology is the study, designing, extending, implementing and managing the information systems based on computer and software as well as hardware computers which are collected through the applied data. The information technology emphasizes on the use of knowledge dealing with the use of computer and communication systems, storage, application and transfer of information. Information technology is the field which makes use of electronic resources to access the information and it involves the issues which are related to the expansion of computer sciences and designing technology, development, establishing and implementing the systems as well as information applications (Mosavi, 2007).

In fact, information technology is a developing industry which seeks for the large markets so as to increase much income and more jobs. Information technology means the collection, storage, processing, distributing and use of information which is not limited to the software and hardware. Information technology can be considered as the electronic correspondence, information processing and communication. Today, information technology is an incentive for globalization of products and markets which increases the flexibility of services and financial trends, paving the way for increasing the efficiency and effectiveness.

Statement of the problem

An official system involves a set of principles, rules, laws, guidelines and policies which are performed under the set of management or office. One particular type of this is the management official services which do the tasks in all organizations. These types are the tasks which are done by the employees or managers to support the production operations or service offering. These types of services do not perform directly in production or service offering, but they play important role in all social organizations such as companies, official and commercial organizations or even the schools.

Accounting, financial, employing, marketing, sales etc. all types of operations are among the examples of official and management services, e.g. the management services in the accounting sector involves the estimation of final value of product, offering the annual report of finance and operation.

When it comes to the financial affairs, these services involve the considerations of loan demands, analysis on investment regarding the machineries and long-term planning of investment and development. Cost defining or predicting the
sales market are among the main tasks of the official and management services. In operation sector, addressing the orders, preparing the production plan and employee training are the main tasks of management and official services.

Review of literature

International studies

Osta Oghlu and Bilghan (2011) examined the effects of information technology on foreign commerce of Turkey. They concluded in their study that one can establish a relationship between investment for information technology and productivity as well as economic.

Khaje Dangolani (2011) investigated the effect of information technology on productivity. Findings of the study indicated that information technology could economize the time and money. Also, information technology was reported to reduce the expenses and could facilitate network transactions.

Examining the effect of developing information and communication technology on productivity of workforce was done by Makioliot et al. (2014). It was manifested that indexes of information and communication technology development could be divided by four groups: information and communication technology infrastructure, application, preparation, production and commerce of information and communication technology.

Roivo et al. (2013) explored the human resource system planning of commercial companies and productivity of user. Results of the study indicated that executive leaders prioritize their application experience and dynamic considering optimum way in case of Microsoft.

Birz and Zand (2006) examined the effect of activated information technology of interrelations on productivity of companies. The results showed that characteristics of activated information technology had an effect on productivity.

Local studies

Mogimi and Hsoeinzade (2013) presented in their study that information technology can be contributive to productivity though tracking, communication, flexibility, automation, flexibility, risk analysis, coordinating and monitoring of process.

Mahmodzade (2009) examined the effects of information and communication technology on total productivity of productive factors in Iran, results manifested that capital of ICT and non-ICT had a positive effect on productivity.

Moradi et al. (2012) drew their attention on investigating the effect of information and communication technology on economic development of Islamic countries. The results posited that ICT capital had the most impact on economic growth.

Eslami and Feii (2007) attempted to study the development of productivity model indicating on information technology. Analysis results showed that measured productivity of organizations, which organized strategy-infrastructure of IT using strategy-infrastructure of organizations, training human resources and integrated information system, was higher compare to other organizations.

Determining and developing compatible samples of information technology management for public organizations was studied by Hasanzade et al. (2009). The results indicated that components of compatible sample of information technology management in public organizations are as IT architecture, IT strategic planning and alignment of IT investments, IT risks, providing value and monitoring IT.

Materials and methods

The aim of the present study is to investigate the effect of official services on organizational productivity in Mahabad banks. The study follows a descriptive-survey design. The statistical population comprises of 169 employers working in banks across Mahabad. Sample size was determined as 108 using Cochran formula. To collect the data use was made by Mogimi and Ajio standard questionnaires. To determine the validity of questionnaires, they were distributed among three professors of universities who confirmed the suitability of questionnaires. To calculate the reliability of the questionnaire, 30 people were piloted. Later, the questionnaires were collected from the piloted population.

Data analysis

Hypothesis: Official service has an effect on organizational productivity in Mahabad banks

Table1: Correlation between variables

<table>
<thead>
<tr>
<th>Correlation</th>
<th>Coefficient</th>
<th>Tendency</th>
<th>Level of significance</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pearson</td>
<td>0.674</td>
<td>positive</td>
<td>0.000</td>
<td>108</td>
</tr>
</tbody>
</table>
Scattering diagram

![Scattering diagram]

**Official services**

To study the effect of independent variable on dependent variable, regression was used.

<table>
<thead>
<tr>
<th>Model</th>
<th>Sum of squares</th>
<th>Degree of freedom</th>
<th>Mean squares</th>
<th>F</th>
<th>Sig</th>
<th>R</th>
<th>Square R</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regression</td>
<td>1693.345</td>
<td>1</td>
<td>1693.345</td>
<td>88.108</td>
<td>0.001</td>
<td>0.67</td>
<td>0.45</td>
</tr>
<tr>
<td>Remaining</td>
<td>2037.201</td>
<td>106</td>
<td>19.219</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>3730.546</td>
<td>107</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

According to the table and level of significance, null hypothesis is rejected, this means that variance analysis of regression model is significant at 0.001 level of significance and official service can predict 45% of variance pertinent to assumed variable.

**Suggestions**

- It is suggested that the effect of employing systematic hardware on organizational productivity is examined across Mahabad banks.
- It is suggested that the effect of employing communication networks on organizational productivity is examined across Mahabad banks.
- It is suggested that the effect of internet banking services on organizational productivity is examined across Mahabad banks.
- It is suggested that the effect of offered internet services on organizational productivity is examined across Mahabad banks.

**References**


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