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The Relationship between Organizational Structure and Quality of Services in Government Organizations (Case Study: Education and Nurture Management, Mahabad)

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Abstract

The aim of this study was to investigate the relationship between organizational structure and improving the quality of education services in the city of Mahabad. This study as an applied research and descriptive survey. The population of this study, 490 patients managers and assistants, primary schools, secondary schools first second city of Mahabad are secondary. According to the results of the Cochran formula, the sample size was estimated to be 215. Since the population of the research groups in terms of jobs and positions held, the sampling has been used. To evaluate the hypothesis of two standard questionnaires of organizational structure and service quality questionnaire from Dr. Stephen Robbins Moghimi and Ramazani is used. The data collected in this study to determine the validity of narrative symbols or formal university professors and experts in the field of management were used. A straight with the reliability of the questionnaire of 0.823 to 0.794 organizational structure and service quality questionnaire obtained for the reliability is strong. Kolmogorov-Smirnov test data to test the goodness distribution is used. Also, in order to test hypotheses based on the normal distribution of the Pearson correlation coefficient was used. The findings suggest that between organizational structure and increasing quality in management education and there is a significant correlation Mahabad city. Pearson correlation coefficient between the two variables mentioned organizational structure and service quality equivalent to the 0.893 is almost very strong relationship.

Keywords*:* Organizational Structure, Quality Of Service, Education And Nurture Management Of Mahabad

Introduction

Organizations has paved various stages during its existance as emergence, evolution. Initial studies that have been done in understanding the organizational structure, emphasis on aspects that are most representative of formal structures. However, the requirements with knowledge era, the emergence and development organizations that some of their characteristics are fundamental differences with the traditional hierarchical structures. Perhaps most important of these differences are important and decisive

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role in the organization of informal structures in organizations traditionally less attention has been paid to it. While considering it is essential for the success of these organizations. Reasonable structure, while keeping the individual in the context of organizational goals, staff comply with the requirements set by your organization makes, therefore, appropriate structures are also very effective in achieving the goals and strategies of the organization (Broomand, 2009).

Organizational structure beyond organizational chart categories. Organizers ways like Angshtannd effects. Every organization, has its own unique Sakhtarmnhsr. However, no structure cannot be found that is completely unique. To have a productive organization (efficiency+effectiveness) should be delegated to the appropriate structure, which it Agrsazmany Rabazy the first brick on the basis of its mission, but has not been well-constructed and efficient experts still cannot success expected to be given the resources available, to allow efficient expression of the organization will be questioned. Organizational structure, the way or ways in which the activities of the enterprise, organizations are coordinated. Organizations, structures created by the activities of agents working to coordinate and control the activities of its members. Organization structure includes a plan by which all systems that are integrated units and the connection will ensure effective organization. (Liao, 2015) Quality of Service is a relatively young discipline that is going on two decades of research in this area. This word has a different meaning for different people. The desire to provide quality services Ntyr an important role in service industries Insurance Services, Office plays because service quality for survival and profitability is vital. In fact, customer satisfaction and service quality today as in most service industries are vital issues, particularly the issue in relation to financial services in general it is difficult to differentiate services, is more important. (Willem, 2009) reasonable structure, while keeping the individual in the context of organizational goals, staff their organizations comply with the conditions established makes and therefore very effective structures and in achieving the goals and strategies of the organization. Thus, if an organization fails to Hrlty inappropriate structure to adopt and adapt with changing circumstances, would be doomed to failure. In the competitive world of complex and variable conditions today, we expect the success of the organization to ensure that appropriate institutional structures and mechanisms by creating the appropriate conditions provide that intangible force with easy access to the required information, the adoption of decisions appropriate and timely, in order to achieve organizational goals mobilized. Therefore, the present study the following question: Is the organizational structure of services offered promotion governmental organizations there?

Methods

Considering that the aim of this study was to investigate the relationship between organizational structure and quality of services in government agencies (case study: Management Education in Mahabad city) and should be descriptive study and according to the results of this research and the data evaluated using a questionnaire and survey are being assessed.

In this study, to collect data from the field and library method has been used. In order to survey and evaluate the hypothesis structure questionnaire Stephen Robbins (1987) has been used. The questionnaire has 25 questions which was designed based on Likert scale of five options. To determine the quality of service standard questionnaire resident and Ramadan (2012) to measure variables that the main action is designed based on Likert scale of five options. In this study is to analyze the data, descriptive and inferential statistics were used. Kolmogorov-Smirnov test data to test the goodness distribution is used. Also, in order to test hypotheses based on the normal distribution of the Pearson correlation coefficient was used. The population consisted of managers and assistants at primary schools, secondary schools first and second education is the city of Mahabad. So the number of population is 490 persons (education and nurture managemnet of Mahabad). Since the population of the various study groups comprised of tasks and organizational position of sampling is used. So that a certain proportion of each group are selected

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and evaluated. According to the results of the Cochran formula, the sample size was estimated to be 215. It is worth mentioning that this estimate is done at the level of 0.05.

Results

Kolmogorov - Smirnov

According to the Kolmogorov - Smirnov if the significance level for all independent and dependent variables larger than the surface of the test (0.05) is a normal distribution of data.

Table 1: Results of Kolmogorov – Smirnov test

Assumptions	error	k-s	sig	Conclusion
Organizational Structure	0.05	1.391	0.085	normal
Complexity	0.05	0.734	0.0121	normal
Formality	0.05	1.211	0.075	normal
focus	0.05	0.575	0.0146	normal
Reliability	0.05	1.208	0.063	normal
Accountability	0.05	1.453	0.0452	normal
assurance	0.05	1.025	%244	normal
sense of belonging and commitment	0.05	1.187	%119	normal

Kolmogorov-Smirnov statistic given that in all cases the acceptable range (-1.96 to +1.96), with normal data, and since the level of significance (sig) in all cases the amount of errors (0.05) is greater than can be claimed that the results are not by accident and assuming normal distribution of data to accept H_0.

Testing Hypotheses

Test of First Main Hypothesis

There is a significant relationship between the organizational structure and quality of services in the Education and Nurture Management of Mahabad.

Table 2: Results of Pearson test

Type of Relationship	error	sig	correlation coefficient Pearson	variables

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Relatively Strong and significant sig<0.05	0.05	0.000	0.481	Organizational structure and quality of services
Relatively Strong and significant sig<0.05	0.05	0.000	0.509	formality and quality of services
Relatively weak and significant sig<0.05	0.05	0.000	0.308	Focus and quality of services
Relatively Strong and significant sig<0.05	0.05	0.000	0.502	Organizational structure and base quality
Relatively weak and significant sig<0.05	0.05	0.000	0.430	Organizational structure and quality performance
Relatively weak and significant sig<0.05	0.05	0.000	0.399	Organizational structure and motivational qualities

Discussion and Conclusion

There is a significant relationship between the organizational structure and quality of services in the education and nurtute management of the city of Mahabad. According to the results of tests, Pearson correlation coefficient between the variables 893.0 is a relatively strong correlation illustrates the organizational structure and quality of services. So the correlation is statistically significant, the chances of this correlation by chance is less than 0.001. In other words we can say that with confidence 0.99 and an error level of less than 0.01 organizational structure and quality of services there is a relationship between variables. The complexity and quality of services in the management of education there is a significant relationship between the city of Mahabad. According to the results of tests, Pearson correlation coefficient 0.481 has been relatively weak relationship between variables shows the complexity and quality of services. This is a significant correlation between the level at 0.001 or less, which shows that there is a significant linear relationship between these two variables, the positive correlation coefficient of correlation measures. So the correlation is statistically significant, the chances of this correlation by chance are less than 0.001. In other words we can say that with confidence 0.99 and an error level of less than 0.01 there is a relationship between variables of complexity and quality of services.

There is a significant relationship between recognition and quality of services in education and nurture management of Mahabad. According to the results of tests 0.509 Pearson correlation coefficient was relatively strong correlation between variables show recognition and quality of services. This is a

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significant correlation between the level at 0.001 or less, which shows that there is a significant linear relationship between these two variables, the positive correlation coefficient of correlation measures. So the correlation is statistically significant probability of achieving this correlation by chance is less than 0.001.

In other words, we can say that with confidence 0.99 and an error level of less than 0.01, there is a relationship between variables of recognition and quality of services. That is, the higher recognition, we expect higher service quality and vice versa (In other words, the higher the recognition, the quality of services will be relatively strong high).

There is a significant relationship between the focus and quality of services in the education and nurture management of Mahabad. According to the results of tests 0.308 Pearson correlation coefficient is relatively weak relationship between the concentration and quality of services in management education shows the city of Mahabad. This is a significant correlation between the level at 0.001 or less, which indicates there is a significant linear relationship between these two variables, the positive correlation coefficient of correlation measures. So the correlation is statistically significant probability of achieving this correlation by chance is less than 0.001.

In other words we can say that with confidence 0.99 and an error level of less than 0.01 between variables and quality of services focusing on education and nurture management in the city of Mahabad there. That is, the higher the concentration, we expect higher service quality and vice versa. In other words, the higher the concentration, the higher the relatively strong service quality.

There is a significant relationship between the organizational structure and improvement the quality of basic education in the city of Mahabad. Given that both normal variable are the Pearson correlation coefficient is used, according to the results of tests of Pearson correlation coefficient 0.502 is the relationship of a relatively strong relationship between organizational structure and improvement the quality of basic education management education city Mahabad. This is a significant correlation between the level at 0.001 or less, which shows that there is a significant linear relationship between these two variables, the positive correlation coefficient of correlation measures. So the correlation is statistically significant probability of achieving this correlation by chance is less than 0.001.

In other words we can say that with confidence 0.99 and an error level of less than 0.01, there is a relationship between variables organizational structure and improvement the quality of basic education in the city of Mahabad. The higher the efficiency of the organizational structure, we expect to improvement trust and vice versa. In other words, the higher the establishment of organizational structure, the base rate will be high quality.

There is a significant relationship between the organizational structure and improvement the quality of education efficiency in the management of Mahabad city. This is a significant correlation between the level at 0.001 or less, which shows that there is a significant linear relationship between these two variables, the positive correlation coefficient of correlation measures. So the correlation is statistically significant, and the likelihood that this correlation by chance is less than 0.001.

In other words we can say that with confidence 0.99 and an error level of less than 0.01 between organizational structure and quality of performance variables are related. That is, the organizational structure is better, we expect higher response rate and vice versa. In other words, the higher the organizational structure, the quality of management education in the city of Mahabad relatively strong performance will be high.

There is a significant relationship between motivational between organizational structure and quality of education and nurture management in the city of Mahabad. Given that both are normal variables we used Pearson correlation coefficient, according to the results of tests 0.399 Pearson correlation coefficient is relatively weak relationship between variables motivational organizational structure and improve the quality of management education Mahabad city shows. This is a significant correlation between the level at 0.001 or less, which shows that there is a significant linear relationship between these two variables,

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the positive correlation coefficient of correlation measures. So the correlation is statistically significant- the possibility of achieving this correlation by chance is less than 0.001.
In other words, we can say that with confidence 0.99 and an error level of less than 0.01, there is a relationship between variables organizational structure and improve the quality of education in the city of Mahabad,. That is, the higher the organizational structure, we expect higher confidence level, and vice versa. In other words, by climbing the organizational structure, the quality level of motivation will be relatively high.

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