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The study of Turbulent model in social security administration of Mazandaran province

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ABSTRACT

When the ambiguity of goals and priorities, ambiguity and uncertainty in the decision-making and causal relationships, exist and decision makers faced with uncertainty and ambiguity, under these conditions, turbulent model seems the best, is described Organizational decision making process as it occurs in the organization. The aim of this study was to investigate the decisions turbulent model in social security Administration at Mazandaran. This study, for the purpose is applications and it's type is descriptive- survey. According to the model by using the model of decision trash, main components and elements of this concept were considered as priorities ambiguity, ambiguity of the causal relationships and ambiguity of the persons who involved in the decision process. The statistical universe in this study is all the employees and experts of social organization in the Mazandaran that According to the subject and after sampling, it was 130 persons and the analysis of data using one sample t-test and using SPSS software was performed and tool measuring was questionnaire. The results of the analysis showed that turbulent model is in the social security Administration province Mazandaran. Also three components of Ambiguity of the priorities, Ambiguity of causal relationships and Ambiguity of members involved in the decision making process are in the social security administration in Mazandaran.

KEYWORDS: turbulent model of decision, ambiguity of priorities, ambiguity of causal relationships, Ambiguity of members involved in the decision making process.

INTRODUCTION

Nowadays the manner of our attitude to problems around us is and existing evolution. Complexity uncertainty, irregularity and turbulence are among properties of the phenomena that scientists weren't interested in till yesterday. During past years they were presenting their in regular and marked forms. They visualized the world as a set of systems that is moving according to mandatory rules of nature in a specific and predictable way. So, they believed that effects are resultant of specific causes linearly. Now, they have stressed on the creative role of irregularity and turbulence and considered the world as a set of systems that act in self-organized practices and consequences of this life style is the existence of unpredictable and random states. But, in this circumstances, the natural mandatory rules are commanding and it is found that systems act in a rotational method in which irregularity leads to discipline vice versa.

Nowadays, a complex and paradox image of way of is substitute for the simple way [1]. This new science is called complexity theory and on aspect of this science that has attracted public attention, is called theory of turbulence or discipline in irregularity. Theory of ultimate discipline or discipline in give us a tool to solve complicated problems in environment full of turbulence and change and evolution of today and tomorrow. One of the models that has been introduced in this condition is a model under the title of Garbage can or turbulent model or unknown discipline. Some scholars believe that this model is suitable for today organizations that are organized disorders [2,3].

Romet vite [4] in his study had deal with examining the application of turbulent model about decision-making toward establishing a medical college in Norway and disordered changes represent solutions, decisions and decision makers about problems. Data have been collected during a course of 18 month since 1969. the gathering tools include studying journals of large towns of Norway during a course of 10 years, 42 inter views were conducted by 36 eminent persons, studying the participants letters and

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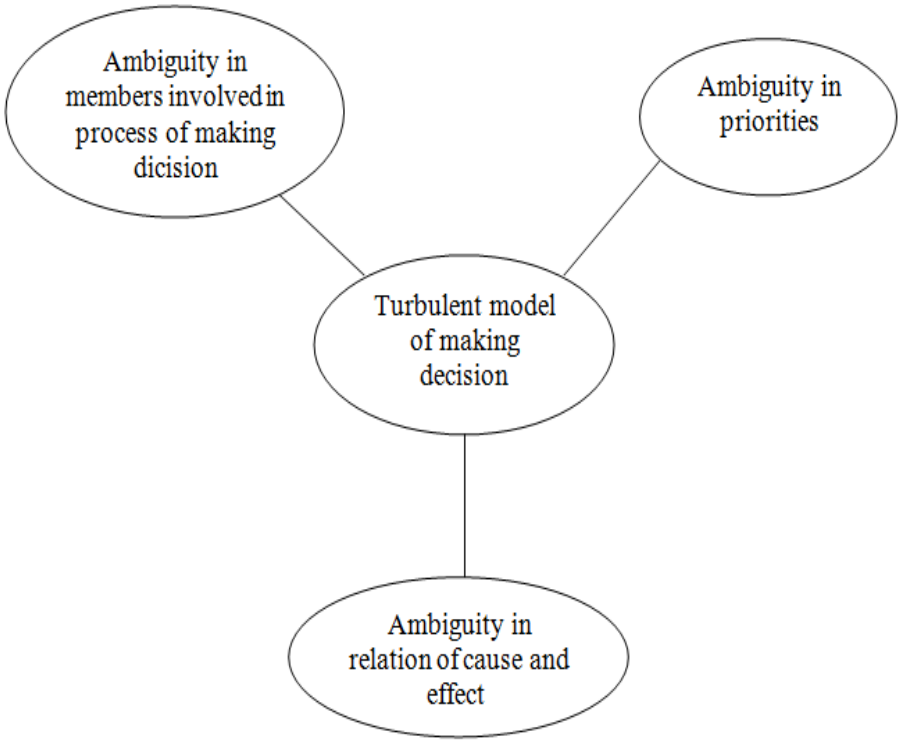
notes, the archives of participating institutions as well as participants in different sessions in 1969 and 1970. During these seven years the problems were posed about how to develop region, have changed the medical investigations and built local college and each were undergone different comments. The solutions also have made abundant changes, for example developing medical college is substituted for establishing the other or clinical efforts were assigned to other sector. Olsen [5] in a research, has been analyzed the selection of new principal for university according the turbulent model. He reported that making decision in this case, is discontinued, unknown, ambiguous and is along with many changes. Firstly, all members of decision making were interested in selecting a young manager who has complete ability and power. Similarly, they tend to select a literate new manager and have serious and qualified academic education that can proceed the policy and objectives of the university. But when the given people have rejected the principal position, indices changed and many given characteristics have been put away. Olsen also refers to the members who participate in making decision part – time and their participation made the decision making unknown and irregular.

In some case studies, deadline in making decision with G.G model has been shown well. In one of these researches of the researcher Weiner [6], it was about making decision about method of registration in public primary schools during 1960- 1970 in a region of san Fransisco.

Weiner found that deadlines would decrease irregularity and distract and notices are directed to the main problem. The number of decision makers has been decreased and instead more informed and serious people are selected for making decision. This group is often constant and consult to attain solving problem and making decision in deadlines. Atkinson and Power's objective [7] was to determine how bureaucrats s' answer to the problems related to performing selective programs, helping special business, program of industrial regional development in Canada in 1983. they argued that according to nature of assistant program and inattention to practical logic of decision process, the turbulent model is suitable. Tiernan and Burke [8] have dealt with studying kindan turbulent model about policy of housing in Australia in 1980s.Authors are seeking to develop the understanding of this subject that why some problems noteworthy for some and not for others.

Authors have been argued about priorities or policies by using the components of turbulent model on data of housing of Australia. In the present research, the conceptual pattern inspired by kohn, olson and March researches (1972) has been shown in figure 1. the objectives of this research is to study the turbulent model, study the ambiguity in priorities, ambiguity in relations of cause and effect, ambiguity in members involved process of making decision in social security administration of Mazandaran province.



Graph 1: conceptual mode of research

METHODOLOGY

The present research is the applied type because it is used to solve a scientific problem and is descriptive – survey with respect to methodology because its objective is to describe the studied condition or components in general administration of social security in the framework of an organized model which has been conducted in field. The field method is referred to the methods. In which the researcher is imperative to go outside environment and gather information through referring to people and make direct communication with them through questionnaire, interview, observation or analysis unite including people, groups or organizations. The statistical universe in this research, is all employee and experts in general administration of social security of Mazandaran province. Since the number of employee has been estimated, more than 200 people, so based on Morgan table, the statistical sample volume has been determined 130 people who have been selected in simple random.

The questionnaire of the present article includes 18 items that 3 components of ambiguity in priories (item 1,4,7,10 and 13). Ambiguity in relations of cause and effect (items 2,5,8,11,14), ambiguity in members involved in process of making decision (items 3,5,9,12,15,16,17,18). These items have been set based on likert 5- items spectrum from very high to very low. A pre- test stage was conducted to measure of reliability of questionnaire. Namely, at first 25 questionnaires were distributed and collected and reliability coefficient (Cronbach alpha) was computed after entering data. The given coefficient was determined 0.86 for whole scale. According to the fact that the computed cronbach alpha is larger than 0.7, so the questionnaire has the suitable reliability.

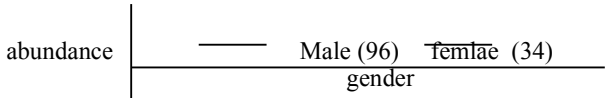
In order to analyze the descriptive analysis and inferential analysis have been used. Based on descriptive statistics, indices such as tables of abundance distribution, mean and variance and in inferential statistics, kolmogrov- smirnov tests were used to study the normality of data and uni-sample t-test was used to study the turbulent model in general administration of social security of Mazandaran province. Finally, all data have been analyzed by SPSS software.

RESULTS

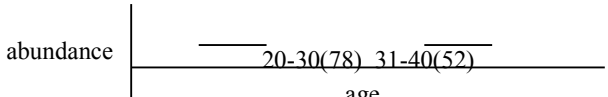
The research descriptive results about gender of respondents imply that among 130 participants in this study 34 people (26.5 percent) were female and 96 people (73.8 percent) were male (graph 2).

It must be said about the age levels of respondents that 78 people (%60) are 20 to 30 years, 52 people (%40) are 31 to 40 years, (graph3). Similarly, 5 people (%3.8) are associate, 21 people (%16.2) are bachelor of science, 91 people (%70) have MA degree and 13 people (%10) have Ph.D. degree (graph4). In the next step, it has dealt with the study of research items by using the information extracted from the questionnaires.

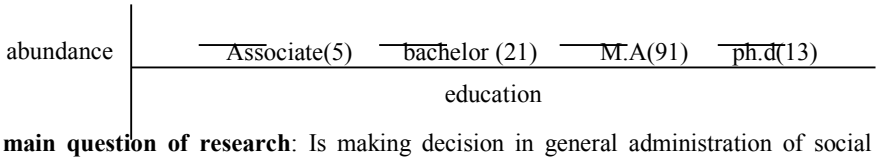
Graph2. percent of abundance based on gender.



Graph3. distribution and percent of abundance related to gender group.



Graph 4. percentage of abundance based on. Level of education.



The main question of research: Is making decision in general administration of social security of Mazandaran province according to turbulent model?

The test results of table 1 show that the mean of studying the turbulent model is 3.345 in general administration of social security. Thus, it can be said that making decision of social security of Mazandaran province is according the turbulent model of course, this claim is measured through uni-sample t-tests.

Table 1: descriptive statistics of the main item

Mean of Standard error	standard deviation	mean	no	first main component
0.021	0.46	3.345	130	**making decision of turbulent model**

Table 2. t-test related to the main item

Confidence Interval of%97 High	low	mean difference	level of meaningfulness	level of freedom	t. statistics	first main component
		-0.572	0.733	0.345	0.000	129 -15.93 **making decision of Turbulent model**

The test results in table 2 show that (sig< 0.05) the null hypothesis of research is rejected.

Namely we can claim with %95 of confidence that there turbulent model in general administration of Mazandaran province.

Study of the first component: is there ambiguity in priorities in general administration of Mazandaran province?

The test results in table 3 show that the mean of ambiguity in priorities in 3.213 in general administration of social security. So, it can be said that there is ambiguity in priorities in general administration of social security. Of course, this claim is measured through uni- sample t-tests.

Table 3. descriptive statistics of the first component

Mean of Standard error	standard deviation	mean	no	first main component
0.021	0.46	3.213	130	**ambiguity in priorities**

$$H_0 : \mu \leq 3 \qquad sig \geq 0.05$$
$$H_1 : \mu > 3 \qquad sig < 0.05$$

Table 4: t-test related to first component

Confidence Interval of%97 High	low	mean difference	level of meaningfulness	level of freedom	t. statistics	first main component
-0.70	-0.86	0.213	0.000	129	-19.180	**ambiguity in Priorities**

The test results in table 4 show that (sig < 0.05) so the null hypothesis of research is rejected. It means that we can claim with %95 of confidence that there is ambiguity in priorities in general administration of Mazadaran province.

Study the second component: is there ambiguity in relation of cause and effect in general administration of Mazandaran province?

The test results in table 5 show that the mean of ambiguity is 3.289 in relations of cause and effect thus, it can said that there is ambiguity in relations of cause and effect in social security administration of Mazandaran province of course, this claim is measured through uni- sample t-tests.

Table 5. descriptive statistics of the second

Mean of Standard error	standard deviation	mean	no	first main component
0.038	0.552	3.289	130	**ambiguity in Relation of Cause and effect**

$$H_0 : \mu \leq 3 \qquad sig \geq 0.05$$
$$H_1 : \mu > 3 \qquad sig < 0.05$$

Table 6. t-test related to second component

Confidence Interval of95percent High	low	mean difference	level of meaningfulness	level of freedom	t. statistics	first main component
-0.61	-0.80	0.289	0.000	129	-14.670	**ambiguity in Relations of cause and effect**

The test results in table 6 show that (sig < 0.05) thus the null hypothesis of research is rejected it means that with %95 of confidence we can claim that there is ambiguity in relations of cause and effect in general administration of social security of Mazandaran province study the third component : is there ambiguity in members involved in process of making decision in social security administration security of Mazandaran province?

The test results in table 7 show that the mean of ambiguity is 3.538 in ambiguity in the members involved in process of making decision in general administration of social security of Mazandaran province. Thus, it can be said that there is ambiguity in the members involved in process of making decision in general administration of social security of Mazandaran province. Indeed, this claim is measured through uni-sample t-tests.

Table 7. descriptive statistics of the third component

Mean of Standard error	standard deviation	mean	no	first main component
0.0384	0.377	3.538	130	ambiguity in Members involved In process of making decision

$$H_0 : \mu \leq 3 \qquad sig \geq 0.05$$
$$H_1 : \mu > 3 \qquad sig < 0.05$$

Table 8. t-test related to third component

Confidence Interval of95percent High	low	mean difference	level of meaningfulness	level of freedom	t. statistics	first main component
-0.39	-0.527	0.538	0.000	129	-13.95	ambiguity in Members involved In process of making decision

The test results in table 8 show that (sig< 0.05) thus the null hypothesis of research is rejected. Namely we can claim with %95 of confidence that there is ambiguity in the members involved in process of making decision in social security administration of Mazandaran province.

Conclusion:

In the present research, it is shown that there is the turbulent model of making decision in social security administration of Mazandaran province that is consistent with the results of research by Olson [5]; Weiner's findings [6] also is consistent with the results of the present study.

During another similar research which has been conducted by Atkinson and Powers [7], similar results have been obtained that are consistent with the findings of the present research. Analysis of data obtained of the first component of the research showed that there is ambiguity in priorities in social security administration of Mazandaran province that it is consistent with the research results by Tiernan and Burk [8] and confirms it.

It is shown in the present study that there is ambiguity in relation of cause and effect in social security administration of Mazandaran province that it's consistent with the results of research by Romet veit [4]; Kalu [11] also in a similar research has obtained the results consistent with the results of the present research.

The results obtained of the third component has shown that there is ambiguity in the members involved in the process of making decision in social security administration of Mazandaran province Kreiner [12] also in his research obtained the similar results that is consistent with the results of the present results.

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