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Influence of Information Technology on Administrative Bureaucracy

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ABSTRACT

The purpose of this study was to investigate the role of e-government in reducing bureaucracy and promoting administrative health in administrative agencies. The present research is based on the review of previous research and the synthesis of their results, is a review study. In this research, after expressing the problem and explaining it, the necessity and importance of it is expressed, and then by combining the results of previous studies, we will explain the research problem and the conclusion. The findings show that ICT can reduce bureaucracy and increase organizational health and ultimately productivity.

Keywords: Information technology, bureaucracy, administrative health.

1. INTRODUCTION

The use of advanced information and communication technologies in the public sector, the goal of changing the structure of the organization and providing better information and services in recent years has attracted many countries in the world. Most governments have expanded IT infrastructures to take advantage of the benefits and capabilities of the Internet (Dickens, Dillon, Al-Nomeni and Zheng, quoted by the United Nations, 2010). Office systems are monitored by the increasing use of information and communication technology (ICT) in the provision of electronic information services and information, including increased speed and access to information and services, and improved communication. Achieving a better and more effective government. (Deng, quoted by Iranian and others, 2007). On the other hand, corruption is a global phenomenon that is more or less present in the administrative system of all countries. Governments are working hard to reduce corruption in organizations and resort

to many ways and means. One way to reduce corruption has been through the use of information and communication technology and the formation of e-government. In recent years, the use of its information and communication technology has proven to be effective in the public and private sectors. E-government has attracted the attention of citizens, policymakers, and business sectors due to its many capabilities, including cost reduction, greater partnership, reducing corruption and reducing redundant formalities. In this research, the role of information technology in reducing bureaucracy and promoting administrative health.

2. STATEMENT OF THE PROBLEM

The bureaucratic structure of bureaucracy, which is one of the causes of inefficiency and productivity reduction in the organization, needs to be changed and expected by changing the structure of government and institutionalization of e-government, this change will be created. Of course, bureaucracy has many benefits, but this study focuses on reducing and changing the negative aspects of bureaucracy. According to Yaghoubi (2009), bureaucracy can have advantages with emphasis on specialization and laws and regulations, but it also has disadvantages, such as inflexibility, the focus on internal and managerial issues, the inability to provide continuous and useful services and the emphasis on vertical hierarchy. With the realization of e-government with features such as the provision of services and information on a continuous basis, the emphasis on teamwork, horizontal hierarchy and flexibility, the bureaucracy structure can evolve. Meanwhile, efforts to address the inequality of citizen access to public services through the implementation of e-government, which emphasizes the provision of online services and information, and insist, instead of capturing information in specific sectors of the government, on its widespread dissemination amongst all strata of society. He is to be raised (Faghihi and Yaghoubi, 2004, 37). Corruption, which is the opposite of administrative health, is a major problem for many government agencies, including our country. Therefore, the State Agency for Management and Planning has put in place a plan to study the development of a program to combat corruption and promote administrative health. Among the corruption-causing factors are economic, political and administrative factors, among which administrative and bureaucratic factors seem to be more important than others. Bureaucratic factors play an important role in corruption and the realization of administrative health. An efficient administrative system provides grounds for the implementation of administrative health. According to Yaghoubi (2009), any improvement in government quality requires government accountability, which itself requires transparency and full access to information. Therefore, good governance can be achieved through the use of information technology in the public sector. The realization of e-government by reengineering processes and methods and restructuring of the state helps create good governance. In recent years, organizations have made great efforts to deploy e-government. Because the organization is connected with numerous business organizations and organizations in the domestic and commercial sectors, and many people visit the administrative agencies. These organizations have developed various sections of their site in order to promote the e-government plan. It's also because organizations have always been looking for broad strategies to tackle corruption. One of the strategies that the organization has put in place to reduce corruption is the deployment of an e-government plan but do these organizations consider e-government as an appropriate solution to reduce bureaucracy and corruption, a matter that needs to be dealt with? Ultimately, the problem facing the researcher is this, does e-government play a role in reducing bureaucracy and promoting administrative health?

3. THEORETICAL FOUNDATIONS

In this section, different perspectives on information technology and e-government are expressed. Following is a brief description of the bureaucracy. And then the health and administrative corruption are defined, some of the losses caused by it are expressed.

4. INFORMATION TECHNOLOGY

Information technology is an interdisciplinary but also multidisciplinary approach that utilizes various hardware, software and hardware technologies to produce new products or services. Accordingly, a variety of information technologies can be found. One of the topics that has been most considered is that electrical and electronic experts consider IT as software, network, and control. Experts and experts in telecommunications and communications know that information technology is an information technology aspect of communication. Experts know that computer science, information technology is a suite of software, hardware, databases, network and advanced computing. Management and organization experts consider information technology as a set of tools that can make clients of an organization with accurate information at their own time, and finally, quality science professionals make information technology a set of technologies which not only make them save on different time and space resources, but also improve processes and improve the quality of the work. As we have seen, there are different perceptions of information technology in different disciplines. This has led to various definitions of this concept (Azarang, 2001).

In one definition: “Information technology is a collection of tools, equipment, knowledge and skills used in collecting, storing, retrieving and transferring information. According to this definition of information technology, a set of tools, knowledge, the method and skill will be used in the production, transmission and processing of information” (Azarang, 2001, p. 17). According to another definition, the term “information technology” is used to describe a kind of technology that helps us capture, store, process, recover, transmit, and receive information. This term includes modern technologies such as computers, transmitting via fax, micrographs, telecommunications (Holmes, 1998, p. 5). Some people also use or even consider information technology as synonymous with the information system as a broader concept that includes multiple management information systems (Turbin, 1996, p. 9). Information technology is a system of thought and culture before it is a hardware system and a set of patterns, and can be called the information production culture. Information technology (IT) means the methods of production and collection of information and its use in the society and the information technology organization by simplifying, reducing the cost and simplicity of computer programs, makes it easy to access information from any place and by any person. In general, there are the following components in the concept of information technology:

Information production culture; informatization; information gathering; information collation; analytics; information sensitivity; processing; network thinking; optimization; integration; research; methodology; storage; information transfer (Mohammad Nejad, 2015).

The speed with which information technology and the electronicization of their work have positive effects on the organization’s economy. Speed is a success factor. In organizations that use traditional bureaucracies, they are swallowed up by technology-driven companies and decide on technology-based departments is very high (Salajegheh and Honar Amooz, 2012, 253).

The emergence and development of information technology in the past two decades, in addition to the tremendous effects on administrative affairs, has reduced the disadvantages of office bureaucracy and unpardonable paperwork, which has led to an increase in the speed of administrative work and It has also played a significant role in cases such as recruiting, legal advice, speeding up work, quick access to referrals, hierarchical levels, and the development of virtual organizations. Information technology, while generating new jobs, will bring about job renewal and change in the composition of the workforce, replacing the labor force with knowledge workforce. Students work in this field. Also, information technology, due to its nature, causes changes in the structural and textual dimensions of the organization. It requires flexible, dynamic, complex, low profile, and professionalism structures. The results of the studies have shown that information technology may require instead of a hierarchical, non-hierarchical, non-hierarchical structure to change the type of organizational structure and flat structures emphasizing the core of the operating system. An organization that has information technology, virtual and network structures are also of necessity, which at the same time have a great advantage while being small, and the economics of scale resulting in great flexibility and flexibility to respond to rapid environmental changes, as well as to do paperwork. Saving and increasing speed. In general, information technology in the following dimensions will lead to the strengthening of the organization and the work environment, resulting in a diminution of bureaucracy and the elimination of paperwork, which include:

1. Raises the speed of access to information.
2. Provides quick information feedback.
3. Reforms and knowledge changes are easily accomplished.
4. The degree of deviation from the standards is determined.
5. The individual is busy discovering his professional and professional points.
6. The individual manages his/her knowledge well (Mir Fakhraei, 2001).

5. BUREAUCRACY

In the late twentieth century, Vier introduced a new form of organizational hierarchy in relation to the new challenges of the industrial domain and summarized the principles. Which were structured through new brokers (Mohammadian and Vahabzadeh, 2005, 12). This hierarchical system has its own particular problems (Bateni and Yazdanshenas, 2006, 69). Production based on efficiency - cost, rational duties, general and hierarchical division and control, management based on the role and compulsory orbital function, command with direct control and communication in a hierarchical and high-low manner, external communication in the form of concentration and communication channels Limited, the manner and manner of providing services in a documentary manner and interpersonal interactions, the principles of service management are standardized, equal and similar to the characteristics of bureaucracy (Jafari, 2015). In order to solve these problems, good governance is a new term introduced by some international organizations since the 1980s. It is possible to say that this term was the first World Bank to present as a credible international reference. In the report, good governance has been defined as providing efficient public services, a reliable judicial system, and an accountable administrative system. (Bateni and Yazdanshenas, 2006, 12). From Max Weber's point of view, bureaucracy means a desirable organizational form with a rational and efficient

design, and follows the principles of logic and order, which is based on legitimate authority (Rezaeian, 2006). The bureaucratic model emphasizes internal and managerial work and focuses on the segmentation, expertise, standardization and uniformity of the production process. In this model, each unit is responsible for recognizing its customers, reviewing their requests for services, and delivering them to customers. According to Gabriel, reducing the cost of creating coordination through the segmentation and uniformity of Weber's Bureaucracy benefits, but in terms of laws and regulations, excessive formalities and inefficiencies in providing customer service in the Weber bureaucracy are criticized and corruption is one of the most important consequences of the growth of bureaucracy in organizations. The efforts made to reform the bureaucracy are not enough, and for the reduction of administrative corruption and the ineffectiveness of the bureaucracy, fundamental reforms in the administrative system must be made (Sabouri, 2001).

6. ADMINISTRATIVE HEALTH

Administrative health refers to a situation in which all the agents of an organization have the ability to adequately meet the goals of the organization. And can identify the diversion of administrative and legal norms and barriers to organizational goals as soon as possible and take the necessary and timely measures to eliminate them (Hajjani, 2010: 38). Corruption has been a universal phenomenon since ancient times in all societies, including dictatorial societies and in all organizations, whether private or public (Choi, 2007). Corruption is an act or decision outside the legal framework, in which more people are affected by negative consequences (Abbas Zadegan, 2004). Zaker Salehi (2009) describes the losses of corruption as follows: corruption leads to the loss of financial resources and the erosion of public morality in government departments, with adverse effects on managerial performance, reduces investment growth and political development government performance.

7. LITERATURE REVIEW

Concerning the subject of research, Haghghinasab, Abedin and Janfeshan (2009) in his article entitled Citizenship in the State: The survey of the success of the government in providing electronic services at the Telecommunication and Police Services +10 offices in Tehran's Citizens' Perspectives states that citizens who use e-government services are relatively satisfied and seem to be satisfied with comparing their services with services received in systems Previously, the bureaucracy of redundant administration led them to slow the progress of the work and wander customers in receiving services. Also, Tate Ki Ho (2002) states in an article titled "Local Government Reconciliation" and the e-Government Initiative that provides e-government with a powerful tool for the re-establishment of local governments. Alvani, Zarandi and Arab Sorkhi (2010) in their research on the components of the National Corruption Strategy of the Islamic Republic of Iran showed that inefficiency in the administrative structure is one of the common causes of corruption. In this regard, in order to reduce corruption, the internal structure of the state should be streamlined, streamlined rules and procedures, and in order to reduce delays in providing services, in particular using day technology and e-government development, as well as increasing transparency in the priorities of organizations. In the paper on Electronic Governance, a way to deliver better services to the public sector in India and Ethiopia and Fiji (Singh, Patak, Naz and Bluel, 2010) states that all forms of bureaucratic corruption are partially due to the increased transparency brought about by the use of information technologies and the communications have fallen. In this paper, analyzing data shows that

e-government initiatives and corruption reduction are significantly related. Kim (2008) stated in his article “Creating national integrity through eradicating corruption in South Korea” that ICTs in the public service sector eliminate the opportunities for corruption in the government. Falla (2007) states in her paper titled Use of e-government to reduce corruption in public services. Despite the fact that the e-government does not have all the pain, the deep and complex problems of corruption, but it can be concluded that information and communication technology is capable of effectively contributing to the efforts to achieve administrative health. The e-government needs to achieve goals such as increasing access to information, transparency and accountability in order to reduce corruption. All of these goals reduce corruption.

8. THEORETICAL FRAMEWORK OF RESEARCH

Variables are divided into two dependent and independent variables. Independent variable is information technology and dependent variables of bureaucracy and administrative health. Which is taken from Rezaeian (2006) and Abbas Zadegan (2004) and Zaker Salehi (2009).

9. HYPOTHESES

The hypotheses obtained include two main hypotheses:

1. There is a negative relationship between ICT and administrative bureaucracy in the office.
2. There is a positive relationship between ICT and administrative health at the administrative office.

10. RESEARCH METHODOLOGY

This research is one of the review research because the researcher does not manipulate variables and concludes by examining previous studies and records and library studies and combining the results of previous studies on the subject of research on the impact of information and communication technology on bureaucracy and administrative health.

11. COMBINE THE RESULTS

Information technology is a basic form of government in the future, which, given its positive effects on the country's system, needs to move towards that side. One of the positive effects of IT is the reduction of the cost of offices and organizations, and that if the IT technology is replaced by unpacked paperwork, the amount of space for paper archiving has been reduced and done electronically and done on a small hardware, also, the cost of unlicensed personnel recruiting is reduced, and a software system performs the duties of several personnel, as well as other benefits that it creates is the speed of access to information, which increases the customer satisfaction to the departments. And with precise planning in this area, we can prevent the failure and backwardness of the traditional bureaucracy and the backwardness of the organization. IT also has a positive impact on the economy by creating speed and appropriate components on the economy, and by reducing staffing and accelerating administrative processes, it has good effects not only on government spending but also on the environment. The men's government, in line with the universal and unpromising action, must take a proper course of our indigenous and Islamic system, and thus make the government more intelligent and trustworthy for the people.

12. DISCUSSION AND CONCLUSION

Based on what has been described, it has been shown that with the acceleration of the movement towards e-government, bureaucracy and administrative health will be improved. Information and communication technologies change the traditional bureaucracy that emphasizes the standardization, division of labor and efficiency, and pushing it towards e-government to improve service, greater partnership, and accountability, easy access to information and services, and easy and simple use. It emphasizes the technology of information, has created a great transformation in today's organizations. By reducing the use of information and communication technology and automating processes in the organization, the amount of bureaucracy also decreases. E-government, due to increased transparency through increased access to information, equal access to services and improved service quality, more accountability for decisions made by authorities, also, increasing the culture of participation and the simplicity of using information technology has increased the level of administrative health in organizations. In order to apply administrative automation in organizations, results can be achieved, although some of the benefits (such as the transfer speed, ease of use and archive of securities) cannot be quantified, and the above amount, the least computable profitability resulting from the use of administrative automation to optimize the structure Information and communication system of the company. According to the provided documentation, the establishment of office automation can be considered as a suitable way to improve the organization's information structure and reduce the costs of the administrative system. The establishment of this system imposed on fixed costs such as the purchase of equipment and variable costs, such as support costs, and, on the other hand, the establishment of this organization system in the costs of copying, printing, faxing, and gradually in the cost of human resources, saving is the establishment of office automation in the company, the resulting savings cover the cost of the system (return on capital) and hence the organization in the upward trend of its benefits. With the deployment of office automation, despite the high initial cost imposed on the organization, in less than a few years, saved money (revenue) leads to return on capital, and then the organization optimizes the benefits of deploying the system. Based on the findings of the research, it can be concluded that the use of modern management tools such as the establishment of administrative automation in the administrative agencies, the resistance to this evolution by the personnel, as well as its initial implementation problems until the system enters, The advantages of replacing it are so valuable and worth paying attention that it quickly covers direct and indirect costs, while it also contains the benefits of the past trend, the basis for strengthening information and communication in the organization and reducing the administrative costs, personnel, recording and storing information also comes with it. The high efficiency of the economics of the establishment of the automation system is fully justified. In addition, the use of this system delivers ease and user speed with the highest accuracy and citation level, and it is expected that there will always be capabilities of a dedicated and capable office automation system as a tool in line with Improvement of Organizational Information and Communication Structure.

13. PROPOSALS RELATED TO RESEARCH RESULTS

According to the above, it is suggested that the organizations and departments track the cost of their processes and use the opportunity of information technology to rebuild their bureaucracy and ultimately eliminate the burden on the country's economy waste bureaucracy and reduce the number of staff who do not have the necessary efficiency and create high speed in the field of information technology and provide appropriate infrastructure in the field of information technology to prevent the access of foreign countries to the information of the departments of the country.

1. The use of information technology can be accepted as an essential requirement in the organization. And it is suggested that the organization provide more services to the public electronically.
2. Provision should be made for providing employees with information that is easier and more readily available. Technical infrastructure should be modified so that all users can access more computer information.
3. Using new e-business patterns is one of the ways to increase access to services.
4. The customer relationship system can be used to make and receive more customers through the system and provide them with better services.
5. Organizations need to develop their accountability and accountability system and its facilities to be responsive to the demands and needs of employees and citizens.
6. It is necessary to provide the conditions whereby computer activities can be carried out as much as possible, which can be increased by conducting training classes, computer skills and employee knowledge in terms of the structure, benefits, functions and applications of software and hardware.

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