Investigating the effect of physical resources, human resources, knowledge management organizational resources with mediating role of knowledge management capabilities on effectiveness of the Social Security Organization of Khuzestan Province

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Abstract

The study investigates the effect of physical resources, human resources, knowledge management organizational resources with mediating role of knowledge management capabilities on effectiveness of the Social Security Organization of Khuzestan Province. The population of this research consisted of all employees of Social Security Organization of Khuzestan province that 220 people were considered as sample of study using Krejcie, Morgan and Cohen method. The current study is developmental applied in terms of objective and its method is descriptive. The method of research consists of two stages of library studies and field studies. As this study is exploratory, to find answer for questions (researcher-made questionnaire), the opinions and views of experts and specialists were used. Data collection tool was a questionnaire. LISREL software was used to analyze the data and data analysis method was structural equation modeling. After analyzing data, research hypotheses were accepted.

Keywords: physical resources, human resources, organizational resources, knowledge management, knowledge management capabilities, organizational effectiveness.
Introduction
Nowadays, organizations are active in a highly competitive and very dynamic and environments are that their most important capital is employees. Continuation of competitive advantage of organizations in such situations is possible in light of knowledge-oriented, creative and innovative employees who can create sustainable advantage for their organization by reforming or changing the functions and processes. One of the characteristics of the knowledge-oriented economy is permanent change of situations and conditions. Therefore, organizations must continuously enrich their knowledge, create new knowledge, and apply it in production and services processes. If an organization wants to be successful in knowledge-oriented economy, it should be continuously active in continuous innovation, which is considered as a vital factor. The effectiveness of the process of knowledge creation determines level of innovation.

Hypotheses
The main hypothesis of the research:
Physical resources, human resources and organizational resources with mediating role of knowledge management capabilities have significant impact on the effectiveness of the Social Security Organization of Khuzestan province.
Secondary hypotheses:
Secondary Hypothesis 1: knowledge management capabilities have a significant impact on the effectiveness of the Social Security Organization of Khuzestan province.
Secondary Hypothesis 2: Human Resources have significant impact on the effectiveness of the Social Security Organization of Khuzestan province.
Secondary Hypothesis 3: Physical resources have a significant impact on the effectiveness of the Social Security Organization of Khuzestan province.
Secondary Hypothesis 4: organizational resources have a significant impact on the effectiveness of the Social Security Organization of Khuzestan province.
Secondary Hypothesis 5: infrastructure capabilities of knowledge management province have a significant impact the effectiveness of the Social Security Organization of Khuzestan province.
Secondary Hypothesis 6: process capabilities of knowledge management have a significant impact on the effectiveness of the Social Security Organization of Khuzestan province.

Research methodology:
This research is a descriptive and analytical study considered among the applied studies. To test hypotheses, a questionnaire was developed and its validity was evaluated by management experts. After correction and confirmation, the mentioned questionnaire was completed by the population in the studied bank, and the resulting data were processes by LISREL software, and research hypotheses were tested.

Data Collection tools:
In this research, descriptive statistics and inferential statistics methods were used to analyze the data. In this research, in the first stage, data are analyzed using descriptive statistics to express properties of the studied sample. The objective of the research is to determine the impact of physical resources, human resources and organizational resources of knowledge management with the mediating role of knowledge management capabilities on the effectiveness of the social
security organization of the Khuzestan province. Therefore, to assess the validity of structures, confirmatory factor analysis was used and structural equations modeling was used to test hypotheses of study. By using structural equation modeling, fitness of the conceptual model was measured by considered indicators. On the other hand, research hypotheses were measured (direct and indirect impact of factors on each other).

Descriptive Statistics
After statistical analysis, we examined the distribution of subjects in terms of gender, level of education, and organizational status.

The frequency distribution table related to gender of respondents

<table>
<thead>
<tr>
<th>Gender</th>
<th>Frequency</th>
<th>Percentage of frequency</th>
<th>Cumulative frequency percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>126</td>
<td>57.27</td>
<td>57.27</td>
</tr>
<tr>
<td>Female</td>
<td>94</td>
<td>42.23</td>
<td>100/0</td>
</tr>
<tr>
<td>Total</td>
<td>220</td>
<td>100/0</td>
<td></td>
</tr>
</tbody>
</table>

As can be seen, 57.27 percent of the respondents were male and 42.23 percent of them were female.

Frequency distribution table related to level of education of respondents

<table>
<thead>
<tr>
<th>Educational level</th>
<th>Frequency</th>
<th>Percentage of frequency</th>
<th>Cumulative frequency percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>High school degree</td>
<td>27</td>
<td>12.27</td>
<td>12.27</td>
</tr>
<tr>
<td>Associate degree</td>
<td>56</td>
<td>25.45</td>
<td>37.72</td>
</tr>
<tr>
<td>Bachelor degree</td>
<td>65</td>
<td>29.54</td>
<td>67.26</td>
</tr>
<tr>
<td>Master degree</td>
<td>71</td>
<td>32.27</td>
<td>99.55</td>
</tr>
<tr>
<td>PhD</td>
<td>1</td>
<td>0.45</td>
<td>100</td>
</tr>
<tr>
<td>Total</td>
<td>220</td>
<td>100</td>
<td></td>
</tr>
</tbody>
</table>

As seen in the table above, 12.27 percent of them has high school degree, 25.45 of them has associate degree, 29.54 percent of them had bachelor degree, 32.27 percent of them had master degree, and 0.4 percent of them had PhD degree.

Investigating research hypotheses
The main hypothesis of the study
Investigating this hypothesis indicated that null hypothesis is rejected at 0.05 significance level. As a result, researcher claim has been supported by 0.95 confidence level. With 5% error, it can be said that physical resources, human resources and organizational resources with mediating role of knowledge management capabilities have a significant impact on the effectiveness of the Social Security Organization of Khuzestan province.

The first secondary hypothesis of study
The path coefficient between knowledge management capabilities and effectiveness of the organization is 52.0 that according to t-test 1.96<3.55, the null hypothesis is rejected at the significance level of 0.05. As a result, the researcher claim is supported with confidence level of 0.95 and we can say that knowledge management capabilities have a significant impact on the effectiveness of the social Security organization of Khuzestan province with error of 5%.

The second secondary hypothesis of study
The path coefficient between human resources and effectiveness of the organization is 52.0 that according to t-test 1.96<4.51, the null hypothesis is rejected at the significance level of 0.05. As a result, the researcher claim is supported with confidence level of 0.95 and we can say that human resources have a significant impact on the effectiveness of the social Security organization of Khuzestan province with error of 5%.

The third secondary hypothesis of study

The path coefficient between physical resources and effectiveness of the organization is 52.0 that according to t-test 1.96<4.46, the null hypothesis is rejected at the significance level of 0.05. As a result, the researcher claim is supported with confidence level of 0.95 and we can say that physical resources have a significant impact on the effectiveness of the social Security organization of Khuzestan province with error of 5%.

The fourth secondary hypothesis of study
The path coefficient between organizational resources and effectiveness of the organization is 59.0 that according to t-test 1.96<5.36, the null hypothesis is rejected at the significance level of 0.05. As a result, the researcher claim is supported with confidence level of 0.95 and we can say that organizational resources have a significant impact on the effectiveness of the social Security organization of Khuzestan province with error of 5%.

The fifth secondary hypothesis of study

The path coefficient between knowledge management infrastructure capabilities and effectiveness of the organization is 0.47 that according to t-test 1.96<5.57, the null hypothesis is rejected at the significance level of 0.05. As a result, the researcher claim is supported with confidence level of 0.95 and we can say that Knowledge management infrastructure capabilities have a significant impact on the effectiveness of the social Security organization of Khuzestan province with error of 5%.

The sixth secondary hypothesis of study
The path coefficient between process capabilities of knowledge management and effectiveness of the organization is 0.46 that according to t-test $1.96<5.47$, the null hypothesis is rejected at the significance level of 0.05. As a result, the researcher claim is supported with confidence level of 0.95 and we can say that process capabilities of knowledge management have a significant impact on the effectiveness of the social security organization of Khuzestan province with error of 5%.

**Conclusion of research hypotheses**

In concluding the main hypothesis of the study and explaining it, we can say that there is social capital in social Security organization and employees have experience. In addition, there are new technologies and organizational resources are excellent and structured.

Conclusion of the first secondary hypothesis of research: knowledge management capabilities have significant impact on the effectiveness of social security organization in the Khuzestan Province. In explaining it, it could be stated that in social security organization, knowledge management has process and infrastructure capabilities, and social organization uses this infrastructure.

Conclusion of the second secondary hypothesis of research: In explaining it, it could be stated that in the social security organization, human resources have experience and it causes employees use their explicit and implicit knowledge.

Conclusion of the third secondary hypothesis of research: in explaining it, we can state that science and technology are two important aspects of the physical resources used in social security organizations.
Conclusion of the fourth secondary hypothesis of research: in explaining it, it can be stated that the social security organization in the field of human resource has flexible and dynamic and applies excellent structure.

Conclusions of the fifth secondary hypothesis of study. In explaining it, it can be stated that brainstorming sessions are constantly held in the organization to find a solution to the problems. Successes and failures are evaluated, documented and lessons are taken of them for future actions. Additionally, it documents and records knowledge and personal skills of the people.

Conclusions of the sixth secondary hypothesis: in explaining it, it can be stated that in the social security organization, a trainer is considered for newly entered people to help them in finding their ways in the organization. Hence, knowledge is distributed informally, people are shifted in different jobs, and thereby they distribute their knowledge and skills in new jobs in the organization.
References

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