Original Article (Quantified)

Designing a foresight model of electronic governance with organizational transparency of Bank Saderat managers of Tehran province

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Abstract
 The purpose of this research is the relationship between e-governance foresight and the organizational transparency of managers (case study: Saderat Bank of Tehran province). According to its purpose, the research method is applicable, and in terms of its implementation, it is mixed (qualitative-quantitative), with an exploratory nature. The statistical population of the research in the qualitative part includes 12 experts, including university professors, organizational consultants, and senior managers of Saderat Bank in Tehran province, and the sampling method is non-random snowball; and the statistical population in the quantitative part includes all the employees of Saderat Bank in Tehran province; 7170 people of which 365 were selected as a statistical sample based on the table of Karjesi and Morgan. The sampling method is simple random. To collect information in the qualitative part, interviews and research literature were used, and in the quantitative part, two questionnaires made by the researcher and taken from the qualitative part were used. SPSS and PLS software were used for analysis. The results showed that a total of 101 indicators and 6 dimensions were identified for the foresight of e-governance, along with 6 dimensions of organizational transparency of managers. All the components of e-governance foresight had a significant and positive relationship on the organizational transparency of managers, and thus, the proposed model was formed. The results of the test of the relationships between the variables of the e-governance foresight relationship model with organizational transparency of managers show that the independent variables have been able to predict a strong level of changes in the dependent variables, and finally all the relationships between the variables of the e-governance foresight relationship model with organizational transparency Managers are approved.

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Extended Abstract

Introduction

In the 21st century, the Internet as a communication tool has the ability to radically change the appearance of the government and public organizations. In the new era, a good governance is an accessible one, and the requirement for better governance is the quick and easy access of citizens to quality information and services. Good governance occurs in a government that provides the possibility of citizens' participation and supervision and helps them improve their quality of life, and this is not possible unless electronic governance is implemented (Safariyan & Emam jomezadeh, 2016). According to the UNESCO definition, e-governance means the use of information and communication technologies by the public sector with the aim of encouraging citizens to participate in the decision-making process in order to expand democracy, share information and create a responsive, transparent and effective government (Maccani et al., 2020).

The development of electronic government in countries increases transparency and reduces corruption in government activities and actions (Khosravani, 2018). Transparency has been introduced as a way to maintain or even increase trust, and evidence shows that decision-making transparency has a positive effect on citizens' trust in regulatory organizations (Grimmelikhuijsen et al, 2021). The concept of organizational transparency arises from the need to deal with corrupt practices and refers to easy access to information by stakeholders. Information should be available in a sufficient and comprehensible manner, and on the other hand, making decisions and implementing them should follow specific rules and regulations (Ghanbari & Moradi, 2018).

Therefore, the current research seeks to find an answer to the following main question: What is the e-governance forecasting model with the organizational transparency of Saderat Bank managers of Tehran province?

Theoretical Framework

Foresight

Foresight is structured disclosure and estimation that deals with long-term social, economic and technological development and needs. In this element, collaborative and interactive methods are used, so it includes a wide range of active actors (Saghafi et al, 2018).

Electronic governance

Electronic governance means the use of information and communication technology to exchange information and transactions between governments, government departments, government and citizens, and government and business in order to improve efficiency, effectiveness, transparency and accountability in the country (Estevez & Janowski, 2013).

Organizational transparency

Transparency means that decisions and their implementation are made using transparency rules and regulations, as well as the possibility of accessing information freely for all those who are exposed to these decisions. Another meaning of transparency is the expression of necessary and understandable information in specific forms and through public media (Ghiasi et al, 2021).

Umugwaneza & Kising'u (2023) investigated the impact of e-banking on the performance of commercial banks in Mombasa County, Kenya. The results of Pearson correlation showed that the capabilities of automated banking, mobile banking, internet banking and smart card banking have a positive and significant relationship with the performance of commercial banks in Mombasa, Kenya. The regression results showed that automated banking, mobile

banking, internet banking and smart card banking had a positive and significant effect on the performance of commercial banks in Mombasa, Kenya. The regression results showed that mobile banking has a negative and significant effect on the performance of commercial banks in Mombasa, Kenya.

Heydari Fard et al, (2023) conducted a research entitled "The relationship between transformational leadership style and the rate of elementary school teachers' use of electronic teaching with the mediating role of organizational transparency" with the aim of testing the mediating role of organizational transparency in the relationship between the transformational leadership style and the rate of the use of electronic teaching by the teachers of primary schools in Ilam city. The results showed that in the sample of teachers, the hypothesized model of relative mediation of organizational transparency in the relationship between transformational leadership style and the amount of use of electronic teaching by primary school teachers in Ilam had a favorable fit with the data. In addition, the results showed that in the hypothesized model, all correlation coefficients and regression path coefficients were statistically significant, and the mediator of organizational transparency has a significant positive and indirect effect.

Research methodology

According to its purpose, the research method is applicable, and in terms of its implementation, it is mixed (qualitative-quantitative), with an exploratory nature. The statistical population of the research in the qualitative part included 12 experts (including university professors, organizational consultants, and senior managers of Saderat Bank in Tehran province), and non-random snowball sampling method was used. In the quantitative part, the statistical population includes all the employees of Saderat Bank in Tehran province, numbering 7170 people, of which 365 were selected as a statistical sample based on Karjesi and Morgan's table. The sampling method in this section is simple random. The data collection tool in the qualitative part is the use of interviews and research literature, and in the quantitative part, it includes two researcher-made questionnaires derived from the qualitative method.

Research findings

SPSS and PLS software were used for data analysis. The results showed that a total of 101 indicators and 6 dimensions were identified for the foresight of e-governance and 6 dimensions of organizational transparency of managers. All the components of e-governance foresight had a significant and positive relationship on the organizational transparency of managers, and the proposed model was formed. The results of the test of the relationships between the variables of the e-governance foresight relationship model with organizational transparency of managers show that the independent variables have been able to predict a strong level of changes in the dependent variables, and finally all the relationships between the variables of the e-governance foresight relationship model with organizational transparency Managers are approved.

Conclusion

The current research was conducted with the aim of predicting the relationship between e-governance and the organizational transparency of managers (case study: Saderat Bank of Tehran Province). The results of the present study are in agreement with the results of Heydari Fard et al, (2023), Mahmoudi et al, (2022), Bayrampur et al, (2021), Jamshidian et al, (2021), Panahi (2021), Umugwaneza & Kising' u (2023), Erkut (2020), and Iyad (2019). Bayrampur et al, (2021) showed that the environmental factor ranks second and the individual

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factor ranks third in the spread of administrative corruption in this research. Indicators of weak supervision, low risk of crime discovery, group homogeneity, and superiority of individual interests over public interests, and distance from spirituality (materialism and extreme luxury) are among the factors that play a large role in the occurrence of administrative corruption. With periodical and incidental monitoring and inspections, the risk of crime detection in organizations can be increased and the organizational environment can be made unsafe for any violation and corruption, and also by correcting and clarifying organizational structures, interactions and processes, and establishing the system meritocracy can manage and control corruption. The results of the second question of the research can provide different dimensions of information transparency and customer transparency to design a model to determine the effective factors in the occurrence of administrative corruption and examine the role of organizational supervision and transparency in preventing it.

According to the results obtained from the research, it is suggested:

- Preparing, designing and setting up a suitable framework for the employee suggestions system in the organization in order to pay attention to the suggestions of employees and respect their human personality and increase people's trust in the organization and strengthen the transparency of the organization.

- Compiling the dimensions of organizational transparency and institutionalizing it in people through training and advertising in order to strengthen organizational transparency and increase it in the organization.

- Providing information to employees by holding meetings, regular meetings of officials with employees, internal seminars, etc.

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