The Pathology of Social Capital in Iran Universities: A Case Study from Sistan and Baluchestan and Zahedan Azad University

Alireza Sargolzaie

Department of Management, Islamic Azad University, Zahedan Branch, Iran

Abstract

The study addresses the dimensions and indicators of social capital to provide an appropriate model for social capital pathology in universities. The aim of the study is applicable, the data was collected by correlating – study method which was conducted in survey. The population includes 800 faculty members from Sistan and Baluchestan and Zahedan Azad University. Sampling was done via simple random sampling and the sample volume has been obtained 260 using Morgan and Krejcie table. The tools were a 42 items questionnaire was designed by researcher and its validity and reliability was determined, the seven dimension of social capital such as identity, empowerment, cooperation and public benefit, trust, cooperative management, knowledge sharing and social net are measured in current and desired condition.

Keywords: Social capital, trust, knowledge sharing, identity, empowerment, cooperation

Introduction:

The concept of social capital is an interdisciplinary concept that has recently been considered by many branches of the humanities. According to many thinkers, social capital referred to a network of relations and joints based on the interpersonal and intergroup trust and interaction among people and groups, organizations and social institutes which are associated by social correlation and cohesion, having support and required energy to simplify the actions in order to realize personal and collective goals for persons and groups[1].

Thus, social capital can be considered as a source which can be applied by persons, groups and communities to achieve their desirable goals, This help us to understand some communities have achieved to more positive results. Today, during a country development along with a variety of capitals, social capital is counted as either an input or output of development. Social capital is not a subset of human capital because it is owned by the group, not individuals. Some common human capital such as education and skills can be achieved lonely. But the norms that constitute the foundation of social capital are significant if they are shared by more than one person. Social capital may make the society healthier, wealthier and perhaps more contriver and patient. . Grotart knows social capital as an essential component of to explain the question of why some communities are more successful to explain the question why some of the

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[1] Abdollahi & Mousavi, 1385;899

societies are more successful than the others. According to Pantam social capital leads to a good and efficient government (Oslanro Decker, 176:2001). From Baker's view, social capital are referred to abundant benefit are available through personal or organizational nets. These resources include information, theories, advices, business opportunity, financial capital, and information of support, compassion, trust and cooperation (Baker, 40:1382). Many authorities in public administration such as Denhart know knowledge organizations as one of the major challenges in the next century. Numerous studies are accomplished on social capital and creating knowledge based organizations (2000, lesser; 1998, portesT 1999, NahapietGhoshal).

The study says about improving the communication canals and information giving which formed impressed by existing social capitals in it. Creating communication canals and simplifying in information streams are the main benefits of social capitals which play a central role in educational and investigational organizations, in fact, information flow and members sharing in using and publicizing the information are the essential factors for aforementioned organizations and social capital help the important issue by simplifying and grounding the relationships between members. Therefore Pathology of social capital in the period can be effective.

Social Capital:
The term was initially used by Lynda J. Hanifan, a social reformist young had served as a teacher in Virginia education during the early twentieth century. He stated social capital to explain the reasons of family isolation, decreasing cordiality among people and consequently importance of reviving social commitment to save democracy and development (seam, 2004). In the paper, Hanifan notify that if someone are in contact with their neighbor and his neighbor with his own neighbor, an accumulation of social capital can be available which in turns may satisfy the social need immediately as well as it may carry a potential social capacity to suffice for improving the whole of social life fundamentally (Share`Pour, 1385). Nowadays, a social capital is mentioned as an important factor in development and plays role as a substance and base of the new society. Since it is considered as a capital by itself, social capital is compared with other kinds of capitals such as human, physical, financial capital and valuated. But unlike the others, it is not able to be changed to currency as well as they are not possessed. According to Stiglitz, social capital substantially has four dimensions:

1 - Social capital is a kind of tacit knowledge. It is part of the social glue that makes social solidarity as well as it is a set of capabilities and cognitive abilities. For example, computer literacy is part of the social capital which consists of capital for its holder.

2 - Social capital is a set of networks that show themselves in the form of social groups.

3 - Social capital is accumulation of reputation and fame and it is a method for regulating this fame and reputation. People invest to gain reputation because it decreases the expense of transactions and remove the obstacles in entering to various relationships in generation and transactions.

4 - Social capital is an organization through which managers can expand their methods in exercising management practices (Stiglitz, 2000: 602). Also, the channels through which social capital acts:

a) Streams of information giving, such as learning about jobs, familiarity with the candidate, exchanging of views, and dispute and so on.
b) Norms resulted from interactions in inter-group and intra-group communication network.
c) Collective action that promotes social capital and utilizes main channels of social capital.
d) Transforming the mentality of "I" to "we" via strengthened unity and cooperation by communication networks. Face to face communication between local people, business relationship and communication among cancerous patient through e-mail and support each other are examples of social capital (Putnam, 2002).

Levels of social capital:

1 - Micro level (individual)
Social capital at the micro level includes networks of people, such as various social groups and members of friends, relatives and family groups. It generally refers to people in the networks which are formed by interactions among individuals, resulted identification and members' identity (Alvai, Taghavi: 33). Cho (2006) divided the level of social capital into two types of "bonding" social capital and "Briding" social capital. Each of them will be described as follows:

A) Bonding social capital social capital:
This type of social capital are seen between people with close and friendly relations such as members of a family, close friends and neighbors, but Cho (2006) mentioned in his model that bonding social capital play a key role in accumulation of human capital thus it can cause increasing in growth .

B) Briding social capital:
This type of social capital includes relations between people who have less   common characteristics, cultural values and beliefs. For example, more relationship and bond between people, groups or organizations, this type of social capital is increased.

2 – Meso level (group):
This level is a strong link between the group and other organizations and may cause transferring information and ideas from official institutions to outside and common people and the level of social capital facilitates networking research and development (R & D) (Joe, 2006).

3 - Macro level (social):
The level of social capital involves social relations and institutional structures as well as political social environments. It deals with social political environment that forms social structures and make the norms developable. Political regime, the rule of law, judicial system and civil and political freedoms are institutions through which macro social capital is formed (ibid. 2006).

Models of social capital:

1 -SCAT Model:
The model was firstly introduced by the "Bain and Hicks' in 1998 and then developed by other scientists such as" Krishna and Schrader in 1999. SCAT model tries to illustrate the dimension and composition of social capital at organization level. In the model, social capital is divided in two micro and macro levels. Macro level refers to an environment in which organization

activate and it involves role of rules, legal frameworks, type of government and political system, the lack of concentration level and level of political cooperation in macro policies. Social capital in micro level are divided in two cognitive and structural level, the cognitive aspect deals with the imperceptible part of the social capital such as social values, beliefs, attitudes, behaviors and norms, the structural dimension is composed of the structures and networks with collective clear decision making process, accountable leaders and interactive liability (Krishna and Schrader, 1999:171).

2 - James Coleman's theory

James Coleman was among the first who examines the concept of social capital and makes it operational. In his analysis and explanation of social capital, he considered the performance of social capital rather than its nature and content. In his view, social capital is a part of the social structure that allows someone to achieve its resources using it. The dimension of social structure includes the duties and expectations, information network, norms and sanctions that encourage or prevent certain types of behavior. Coleman argued that social capital is based on its function. According to Coleman, social capital can be emerging in three forms: first, the assignments and expectations depended on the degree social environment is reliable. Second, the capacity for transmitting information and movement in social structure to provide a basis for action, and thirdly, having norms associated with effective sanctions (Coleman, 1377).

- Hodson Theory

Hodson has presented three indicators to check up social capital in organization. These indexes include: Average job satisfaction in the work group, organizational citizenship behavior, and infighting among co - workers (Hodson, 2005).

4 - CRLRA Model

It is a qualitative model is presented for the measurement of social capital; it is a model proposed by Falk and Kilpatrick in 2000 and has been used by many researchers. This model investigates social capital at three levels of the micro, intermediate and macro.

Based on examining the current and the desired status of social capital in universities (identifying the gap between current and desired state) the following hypothesis are outlined as below:

The main hypothesis: There is a significant difference between the current and the desired situation of social capital in the community.

Sub-hypotheses:

1 - There is a significant difference between the identity dimension in current and the desired condition of social capital in the community.

2 - There is a significant difference between empowering dimension in current and the desired condition of social capital in the community.

3- There is a significant difference between cooperation and public benefit dimension in current and the desired condition of social capital in the community.

4-There is a significant difference between trust in current and the desired condition of social capital in the community.

5 - There is a significant difference between cooperative management in current and the desired condition of social capital in the community.

6 - There is a significant difference between knowledge sharing in current and the desired condition of social capital in the community.

7 - There is a significant difference between social nets and structure in current and the desired condition of social capital in the community.

According the above hypothesis, the conceptual model can be design as:
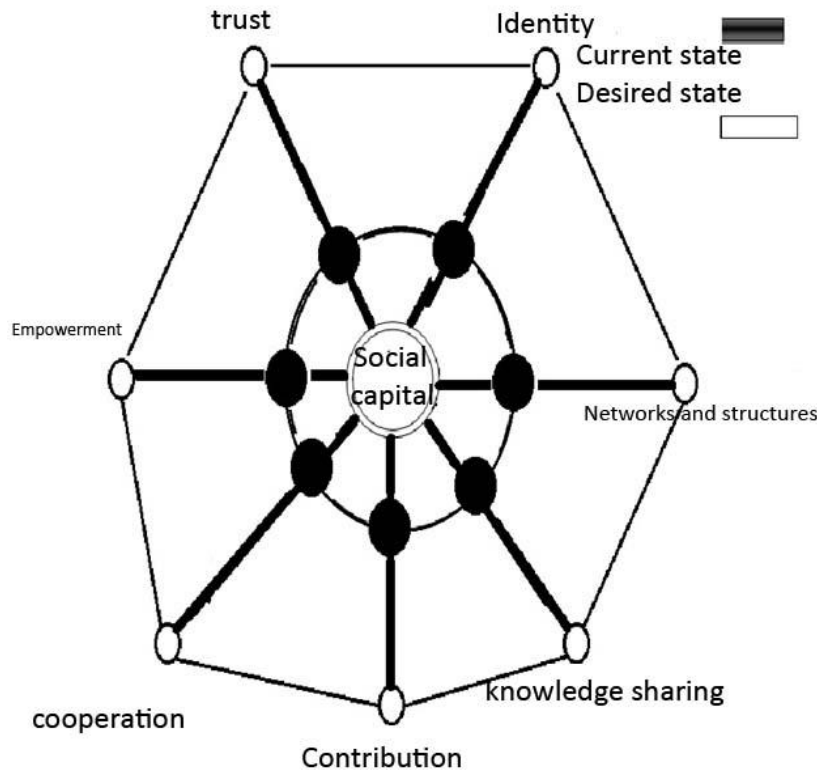
1-1 Conceptual model

Method:

The aim of the study is applicable, the data was collected by correlating – study method which was conducted in survey. The aim of research includes understanding the relationship between behavioral complicated patterns via studying correlation between these patterns and variables which are assumed related to each other. The method is especially beneficial in a condition which intended to discover the relationships between variables which were not investigated (Delavar, 1380). The questionnaire designed by the researcher that measures seven dimensions of social capitals such as identity (6 items, question 1 to 6), empowerment (6 items question 7 to 12), cooperation and public benefit (6 items question 13 to 18), Trust (6 items question 19 to 24), cooperative management (6 items question 25 to 30), knowledge sharing (6 items question 31 to 36), and social network structure (6 items question 37 to 42) are measured in both current and ideal situations.

The confidence coefficient is obtained using Cronbach's alpha from which the social capital scale was 91%, face validity is used in the research. Face validity is a kind of content validity of a test which is determined by experts in studied subject. In the step, the confirmed validity will be modified using different interviews and vote taking from masters, advisors, and directors, so

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it is assured that the questionnaire measures the researchers' desired property. The population size was approximately 800 people, according to Morgan and Krejcie 260 samples are sufficient. Therefore, 280 questionnaires were distributed for more assurance and 266 questionnaires were collected. Well in this study, a simple random sampling method was used.

Results:

According to the data analysis, 161 (60/5 percent) of respondents were male and other 105 people (39/5%) were women. 127 (47/7%) were M.A degree and 139 people(52/3 per cent) were at doctoral level, 62 people (23/3 percent) of respondents were under 30 years old, 104 of them (39/1%) were between 31 to 40 years, 80 people (31/1%) were between 41 to 50 years and 20 people (7/5 per cent) were more than 51 years. Furthermore, 91 (34/2 percent) of respondents has served under 5 years, 81 of them (30/5%) between 6 and 10 years, 56 respondents (21/1%) between 11 to 20 years and 38 people (14/2 percent) over 20 years.
Statistical indices for examining social capital in current situation are mentioned below:

Table (6) statistical indicators for examining social capital in current state

Distance estimation of social capital mean with 95% level of significance		SD	Mean
Maximum level of confidence	Minimum level of confidence		
-0.38	-0.50	0.52	2.55

According to the table, it can be said that with 95% mean of social capital in current situation, it is between -0.50 and -0.30. In other words, they are lower than average.

Table (8) Statistical indices for examining of social capital in desired condition:

Distance estimation of social capital mean with 95% level of significance		SD	Mean
Maximum level of confidence	Minimum level of confidence		
0.91	0.74	0.69	3.83

According to the above table we can say that with 95% of the average social capital in desirable condition it is between 0.74 and 0.91. On the other hand, they are lower than average. Evidence suggests that there is a gap between social capital in current and desired situation. So we can say with 95% confidence that the null hypothesis is rejected and the researcher hypothesis is confirmed. The results of research hypothesis are consistent with researches done by Gamas (2007) and Ahanchian (1384).

There is a gap between current and desired situation in social capital identity dimension. So we can say with 95% confidence that the null hypothesis would be rejected and the research hypothesis is confirmed. This research hypothesis results are consistent with the result obtained by Putnam (1995) and Ahanchian (1384).

There is not any gap between current and desired situation in social capital empowerment dimension. So we can say with 95% confidence that the null hypothesis would be confirmed and the research hypothesis is rejected. This research hypothesis results are consistent with the result obtained by Gamas (2007) and Feizi (1385).

There is not any gap between current and desired situation in social capital cooperation and public interest dimension. So we can say with 95% confidence that the null hypothesis would be confirmed and the research hypothesis is rejected. This research hypothesis results are consistent with the result obtained by Totarmen ans walf (2006) as well as Ahanchian (1384).

There is not any gap between current and desired situation in social capital trust dimension. So we can say with 95% confidence that the null hypothesis would be confirmed and the research hypothesis is rejected. This research hypothesis results are consistent with the result obtained by Karirlina and Enbory (1999) as well as Ahanchian (1384).

There is a gap between current and desired situation in social capital cooperative management dimension. So we can say with 95% confidence that the null hypothesis would be rejected and the research hypothesis is confirmed. This research hypothesis results are consistent with the result obtained by Putnam (1995) and Gamas (2007).

At last, there is a gap between current and desired situation in social capital knowledge sharing dimension. So we can say with 95% confidence that the null hypothesis would be rejected and the research hypothesis is confirmed. This research hypothesis results are consistent with the result obtained by Totarman and Wolf (2006) and Feizi (1385).

There is a gap between current and desired situation in social capital social net dimension. So we can say with 95% confidence that the null hypothesis would be rejected and the research hypothesis is confirmed. This research hypothesis results are consistent with the result obtained by Wan Bouri (1999) and Feizi (1385).

Then we can conclude that there is a gap between the level of social capital in current and desirable situation because of the average social capital in desired condition equal to 3/83 and in the current situation equal to 2 .55 and the gap must be filled. We propose these two positions to fill the gap between the ideal and current situation and subtracting the difference between these two conditions:

✓ Planning to internalization of shared values among managers and employees to achieve the common and predetermined goals;

✓ Utilizing the expert human forces with enough qualification to take the position;

✓ Evaluating the performance of employees quarterly and comparing it to ideal state or suggesting model to solve the shortcomings created between the current and ideal situation through various ways;

✓ Hiring managers who act cooperatively in decision-making and employ experts based on their specialization.

✓ Increased proximity between managers and employees;

✓ Paying attention to all aspects of social capital in the workplace;

✓ Hiring managers and staff with familiarity to these indexes (seven components);

✓ Providing a workplace along with the intimacy to enhance organizations efficiency;

✓ Encouraging managers and employees to participate in courses for empowering, trust, identity and cooperative management, etc;

✓ Evaluating the performance of managers and staff to fill the gap between the current and the desired situation;

✓ Provide an environment in which managers and employees can generally be familiar with the terms and concepts.

Research of Cohen and Prosak (2001) suggests that social capital leads to better knowledge sharing, retention of organizational knowledge, building relationships based on trust, creating a spirit of cooperation (within the organization and between the organization and its customers and partners), helping to education, increasing activities related to organization stability and common perception. From an organizational perspective, social capital is defined as the sum of actual and potential resources within, available through, and resulted from the network of relationships of an individual or a community unit. In order to create knowledge, organizations need to develop a fundamental learning culture and supply a variety of learning tools such as education (Lee and choi, 2003). Organizational learning is associated with strategies such as increased internal communication, promoting multipurpose teams and creating a learning community (Bixler 2002). There was a positive relationship between social capital and organizational infrastructure. The information technology as a factor covers all aspects of communication including hardware, software and their availabilities, as well as social capitals increases interactions and communications between managers and employees, consequently a background for more cooperation and enough motivation for knowledge sharing would be created in employees. Continuous meetings and conversations between managers and employees in different levels as well as cooperation and participation in planning and taking organizational decisions among employees are originated from high social capital and help to create a common sight and better understanding of problems and necessity of changes in organization.

Discussion and comments:

✓ Results suggest that there is the gap between current and desired state of social capital. According to the table, we can say that 95% of the average social capital is not between the current and desirable situations.

✓ The findings showed that there is a gap between current and desired situation in identity dimension of social capital. So we can say with 95% confidence that the null hypothesis is rejected and the research hypothesis is confirmed.

✓The results of the study revealed that there is not any gap between the dimensions of empowerment, collaboration and public interest, social capital between current and ideal situation.

✓ The results indicate that there is a gap between the current and desirable situation in the collaborative management, knowledge sharing, social and structural networks of social capital. So we can say with 95% confidence that the null hypothesis would be rejected and the research hypothesis is confirmed.

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