

# The Effect of Electronic Government on the Administrative Corruption of Employees with an Emphasis on Administrative Violations (Case Study: A State University)

**NEDA FATIMAH KHAKBAZ-POOR**

M.A. in Management, Allameh Tabatabai University, Tehran, Iran

Email: [emotional\\_neda@yahoo.com](mailto:emotional_neda@yahoo.com)

**SAEED ZARANDI**

Assistant Professor in Management, Allameh Tabatabai University, Tehran, Iran

---

## *Abstract*

*The issue of 'Administrative Corruption' is one of the main problems of human society that all countries are infected with. Education as a vulnerable point is against the corruption. Transparency is the main enemy of corruption, therefore, any factor that increases transparency, can prevent corruption. E-Government is one of the factors of transparency. The aim of present study is to evaluate the effect of the establishment of e-government on dimension of administrative corruption in a state university from students' perspective. According to investigation of administrative violations law, six dimensions of corruption were identified. Statistical population of the present study includes all students of a state university. The statistical sample of the study consisted of 196 participants and 196 acceptable questionnaires were used to analyze the research hypotheses. Structural equation modeling was used to analyze the data collected. The results shows that establishment of e-government in the state university have a significant negative impact on dimensions of inappropriate business behavior, violations of relevant laws and regulations, hypothyroidism and erroneous caused by negligence. Also, the significant effect of establishment of e-government on the development of customer's dissatisfaction, discrimination and abuse were rejected.*

**Key Words:** *E-government, Corruption, State University.*

---

## **Introduction**

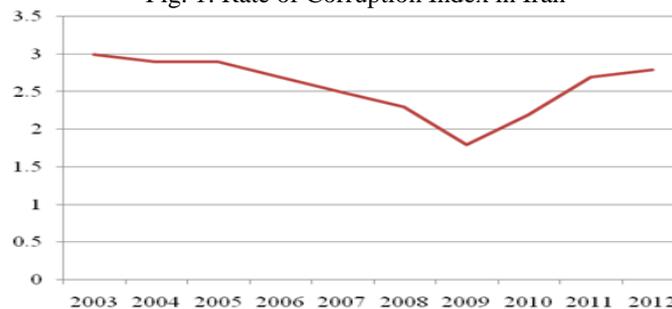
The issue of corruption is considered one of the most fundamental horrible problems, common to human society (Tavakkoli, 1390) that administrative system of each country is more or less suffering from (Ebrahim-poor and Seyyed Razavi, 1390). Each country with each level of development, in the whole spectrum of political situation will be affected with corruption scandals, although in different countries its levels are different and they are under the influence of different parameters (Ebrahim-Abadi, 1384). Statistics also confirms this theory and shows that the problem of corruption is not just special of third world countries (Alvan et al., 1389); although the statistics show that corruption is higher in developing countries rather than developed countries (Shahkooh, et al., 2008). In comparison with other countries and international perceptions, Iran in the corruption rating is placed in the higher ranks. Based on the existing studies, Iran is one of the most vulnerable countries to corruption in the world. Statistics demonstrate that in the last decades, the corruption index released by International Transparency, Iran's ranking is descending

in a way that from 78 in 2003, it has been decreased to 133 in 2012 ([www.transparency.org](http://www.transparency.org)). Corruption in each country may have different factors such as: behavioral factors, structural factors, cultural factors, etc.

Reports of corruption, is not acceptable for a religious oriented country like Iran that despite enjoying religious teachings, it has a high corruption rate. The prevalence of corruption in the country passes in different sectors of the country. One of the most important divisions is educational system. Because of the difficulties and limitations in this section, it may lead to corruption in this section. Education is considered as a vulnerable division against corruption. This vulnerability could be caused because of its attractive structure to support local and national feelings, the effect of this division's decision making on people's lives, appropriate funding to this division (Rasouli and Shahayi, 1388). So the problem that we face in this study is administrative corruption in the education system (here university) and we are to identify the factors influencing administrative corruption in a state university. Hence in summary, this study's primary concern is the increasing rate of corruption in Iran (educational system as an important division) that may have many reasons. Various factors may affect the incidence of corruption in the organization, such as administrative factors, environmental and individual factors (Ahmadi and Fardadnia, 1388), inter-organizational and extern-organizational factors (Afzali, 1390), informal network of relationships in the organization, weakness of supervision and control, complexity of existing laws and regulations, job insurance for managers (Jaber Ansary and Bazgir, 1389) and so on. As a result, determining the prevalence of corruption is one of the most important issues of this study and investigating the effect of e-government on corruption in the government are the other issues of present study.

As mentioned earlier, research problem may have several factors involved and the purpose of present study shows what is the perspective of the researcher toward the issue of the study. The aim of present study is to evaluate the effect of the establishment of e-government on terms of the extent of corruption in state university students. Transparency is the main enemy of corruption. So any tool that may increase transparency rate can prevent corruption. State management has provided different views on how to stop corruption. One of the most important positions is "Prison's Full Point of View", according to what the information technology is the key and through state management empowers the control over corruption (Danayi Fard, 1384). One of the techniques in recent years to control and reduce corruption in state management is considered to be e-government (Danayi fard, 1384). E-Government refers to the use of information and communication technologies which can clarify matters (Danayi fard, 1384). Experts believe that the main effect of information technology on destroying corruption is transparency and lack of communication between the citizens and officials in the state division. One of the most necessities of conducting present study is sanctity of the education section, since corruption in this section causes creation of negative pattern and in higher levels deflecting society and depriving society from talented young people (Rasouli and Shahayi, 1388). From another perspective, the other factor is importance and necessity of this research in terms of increasing rate of corruption in Iran that international statistics indicate it ([www.transparency.org](http://www.transparency.org)), and a solution must be taken to prevent it. Figure 1. shows the increasing rate of administrative corruption in Iran.

Fig. 1: Rate of Corruption Index in Iran



Source: [www.transparency.org](http://www.transparency.org)

Figure 1 show that Iran based on the corruption index in the world, is placed in a very bad situation which it can be a warning alarm for public and private organizations. Other necessity is importance of corruption issue and its impact on other variables. The increasing incidence of administrative corruption can be effective on all facets of society. Because of the importance of administrative corruption and the effect of this phenomenon on different aspects of society, several organizations have tried to discuss the corruption problem worldwide (Alvani et al., 1389). Investigating different researches in the last two decades shows that researchers because of the importance of corruption issue have specific attention to this notion. Also the corruption is important because of its impact on other variables. Variables such as: Growth and productivity (Alvani et al., 1389), Social and economic development (Alvani et al., 1389), the effectiveness of government on state revenues (Sadeghi, 1391), social capital (Shabani and Soleymani, 1389; Khalafkhani, 1388), human development of societies (Alizadeh Sani and Fani, 1386) and development (Afzali, 1390). Therefore it is possible to argue that dealing with administrative corruption is considered as one of the most important economic and political issues. As a matter of fact, by reducing corruption other variables can be affected directly or indirectly. Hence, from this perspective, conducting present study gets important since it leads to identifying the influence of e-government on the administrative corruption. An investigation of the researcher proves, the correlation between e-government and administrative corruption has not caught the attention of researchers inside the country (Iran). It may be for the reason that in Iran e-government has enjoyed little history. Most of the studies on administrative corruption are focused on the effective variables on the administrative corruption and its negative consequences. An investigation of the researcher shows that the number of thesis that has been established officially on administrative corruption in IranDoc's website is very low and some of them were concentrated on the influence of IT on decreasing administrative corruption rate. Of course, there are couple of studies investigating "The Effect of E-Government on Proper Governance" (Moghimi and Ardakani, 1390) and Administrative Corruption (Javid, 1391) but more studies are needed to investigate how influential is e-government on the administrative corruption as one of the current issues.

## Literature Review

### Corruption

#### Definition of Corruption

Corruption rooted in a Latin verb (Rumpere) meaning broken. Thus corruption means what which breaks or is violated and it can be ethical behavior or way of legal or often administrative regulations (Hashemi and Poor Amin-Zad, 1390). Corruption is a broad concept that involves wide range of behaviors and illegal activities, illegitimate, fraudulent, immoral and abnormal practices (Dadashi, 1390). Different researchers and international institutions have offered various definitions. Definition of International transparency organization from corruption is as follows: "Abuse of public power for the benefit of private interests". For example, to pay bribes to government officials, extortion in public supplies or embezzlement of public funds (Mehrgan, et al., 1388). Culture and Context, considers corruption illegitimate rewards what is given in order to compel a person to breach of duties (Taghavi, 1386). United Nations Development Program's (UNDP's) definition of corruption is: to abuse state and administration power for personal profits through bribery, extortion, family orientations, fraud and embezzlement (Sharify Renani et. al.). In a definition of corruption, it was mentioned that administrative corruption includes a person's deviation within the administration realm, under the influence of others or their own interests in a way that the normal method of acting its normal and common route is diverted from pre-designed goals of the organization or department, and causes loss and damage to the organization and ultimately in the state and public interests (Salar-Zehi and Amiri, 1389).

Independent Commission against Corruption (I.C.A.C) also considers financial administrative corruption as administrative practices by governmental authorities in the form of incomplete and dishonest activities (Azimi et. al, 1389). According to law of office health enhancement and tackling corruption, corruption is

defined as followed: "Corruption based on the aforementioned law is any act or act omission which is done by any natural or juridical person, in form of individual, group or organizational activities deliberately done with the intention of obtaining any direct or indirect benefit or privilege for themselves or another individuals through violations of state laws and regulations; or loss and damage to the property, interests, resources, or the health and safety of the public security or a group of people. Such examples includes: "bribery, accepting bribes, embezzlement, conspiracy, abuse of authority or official position, political relationships, services or information, receiving and paying illegal payments from public funds and diversion of resources to the illegal allocations, forgery, destruction or concealment of administrative documents and, financial and administrative records" (the law of office health enhancement and tackling corruption, 1390).

### **Different Types of Administrative Corruption**

Different researchers and international organizations provide different categorizations of administrative corruption that each of these categories has specific bases. In this part of study, different categorizations will be represented. Hiedenhimer, a political scientist, divided administrative corruption into three categories which include:

1: Black Administrative Corruption: What in terms of masses and political elites are loathed and the culprit committing it must be punished. For example taking bribes to ignore safety standards and criteria for house building can be mentioned.

2: Gray Administrative Corruption: What in terms of most elites is repugnant, but masses are indifferent about it. For example ignorance of employees in the implementation of laws which are not popular among the people, and only political elites believe in their benefit and necessity.

3: White Administrative Corruption: A procedure that is apparently against the law, but most members of the society, the political elites and the majority of ordinary people do not consider it as important enough to oppose it. Ignoring cases of regulation role which have lost their necessity due to social and cultural changes (Khalafkhani, 1389).

### **Administrative Corruption in Educational System**

Investigation of corruption in educational institutions such as universities has been less studied in the literature. The importance and sanctity of education section is a very important issue that increases the need and necessity for immediate investigation of corruption among administrative employees. Educational system in each country is one of the largest sectors in the government. Despite the envisioned goals for this section, in some societies the education sector faces with problems such as: financial constraints, weak management, and low efficiency, waste of resources, poor quality of services and cases like that (Rasouli and Shahayi, 1388). These inefficiencies and difficulties cause that some people to be pulled into the arms of corruption (Rasouli and Shahayi, 1388). One of the missions of the department of education is educating committed people who have central role in the prevention of corruption and its expansion, and it seems the incidence of corruption in this section realizes the following proverb that: " whatever putrefied is stopped by salt, woe the day that salt is putrefied [a Persian proverb]" (Rasouli and Shahayi, 1388). Corruption in the educational system has many different meanings that mainly revolve around the violation of educational law, scientific and ethical norms. In this regard, Sayed and Bruce (1998) consider corruption in the educational system any illegal action or inaction that requires the use of educational power for personal interest, or interest of specific group or organization. Hallack and Poisson (2002) corruption in the educational sector have been described as habitual use of state or public department for personal interests that have a significant impact on the availability and quality of educational services and hence on the sense of justice and fairness (Rasouli and Shahayi, 1388). Considering emergence of corruption and prevention of corruption in the educational sector, is a vital issue because corruption in the educational system leads to

public distrust, make the quality of education worse than before, rear incompetent people for future and teaches distorted values to pupils and students (Rasouli and Shahayi, 1388).

### **The Definition and Classification of Corruption in Educational System**

Acts of corruption in the education system has a long history but the focus and its determination is something newly emerging that has less than a decade history (Atashak et. al., 1390). In definition of administrative corruption in the education system, different definitions have been proposed but in a reference definition, Experts of the International Institute for Educational Planning (EIIPE) by summing up the content available in this area presented a comprehensive definition of administrative corruption based on the approved definition in the organization of Transparency International and taking into account its consequences on the state educational system proclaim that administrative corruption in the state educational system can be defined as systematic use of the state authority for private advantage which has significant impact on the issues of access to the educational system, quality of education and equality in the enjoying educational opportunities (Atashak et. al., 1390). Given the importance of educational system in raising people, the necessity of important reinforcing literature in this field seems essential. Hence, all sorts of corruption in the educational system should be examined. In classification of corruption Heyneman (2004) has done a comprehensive classification of corruption type in the educational system and established differentiation between corruption in the recruitment process, granting degrees, procurement, illegal activities in the job and educational property tax. while making a distinction between business corruption and corruption in exams states that business corruption refers to corruption in the hiring and promotion process while corruption in examinations refers to paying bribes for scores and registrations (Rasouli and Shahayi, 1388).

### **Corruption in Educational System of Iran**

Study of administrative corruption in educational system in Iran has been studied very little. The very reason for this phenomenon is the fact that in the researches of the researcher only two articles were found that mainly were focused on the administrative corruption in the educational system. It is interesting that in the sources used in these two articles, there was no study focusing on corruption in the educational system. Atashak et. al. (1390) has investigated the concept of administrative corruption in the state educational system, and yet on another study by Rasouli and Shahayi (1388) has investigated the factors affecting the appearance of administrative corruption at educational schools. Populations of the research are school principals of Tehran, district 2. In the latest study, researchers examined the causes of corruption in the five main components. The results showed that component of economic condition, social-cultural characteristics, organizational characteristics, personality of staffs and quality and quantity of rules and regulations are effective in emergence of administrative corruption at schools of District 2 in Tehran. Of course these components are not with equal priority. Based on the prioritization of these components, economic status had the highest priority and rules and regulations are accounted for having the lowest priority in emergence of corruption (Rasouli and Shahayi, 1388).

### **E-Government**

#### **The Definition of E-Government**

In the use of information technology (IT) different words in government has been used. Words such as: online government, digital government and network government. However, the term e-government is generally accepted (Moghimi and Ardekani, 1390). Here are some definitions of e-government. E-government has been a method for governments to use new technology that grant necessary conditions for individuals for equitable access to information, Government services, reformation of the quality of services and providing greater opportunities to participate in the processes and democratic institutions (Goldkuhl, 2011). Also Loliing has used the term E-government for the governmental use of the World Wide Web or

the Internet with the goal of providing online services for citizens, continuously and at the same time; and establishing possibility of citizens' electronic interaction with various organizations in different levels of government (Vaezi et. al., 1391). Mistry and Jalal (2012) in a comprehensive definition, define e-government as an IT driven information sharing and exchanges of information within the government (G2G), between the government and businesses (G2B), and between government and citizens (G2C) (Mistry and Jalal, 2012). But in a simple definition West defines E-government as provider of services and information online and via the Internet (Vaezi et. al., 1391).

**The Advantage of E-Government**

The term e-government is used as a big umbrella to cover the use of IT in government (Mistry and Jalal, 2012). The establishment of e-government affects different aspects of people's life style. The main purpose of realization of e-government in Iran is to provide effective and efficient services for citizens using Information and Communication Technology ( ICT ), in a way that governments more and better meet the needs of their citizens (Optimization of governmental organizations and e-government 3, 1392). E-government is pursuing different goals; some of these advantages are mentioned in Table 1.

Table 1: The advantages of establishment of e-government

Reference/s	Advantages	Researcher/s
(Ahmadi Zeleti, 2010, 14)	Providing faster services for citizens Improving the quality of government services Reducing the cost for citizens Increase in the satisfaction of citizens and government agencies	Sarpoulaki et. Al (2008)
(Ahmadi Zeleti, 2010, 14)	More customized approach to service delivery Less mistakes by employees Improving mental image of governmental services	Sharifi and Zarei (2004)
(Ahmadi Zeleti, 2010, 14)	Less inter sector duplications	Fallahi (2007)
(Ahmadi Zeleti, 2010, 14)	closer relationship between government and citizens creating more user friendly environment for work	Kumar et. al (2007)
(Shahkooh et. al, 2008)	Small and smart government, enhancing services, better communication, more transparency, More reliability and Engagement	Turban et. al (2002)
(Optimizing governmental organizations and e-government, 1392)	The ability to provide information and services at all times of day and night Lack of necessity to go in person to receive information and services Fast and reliable information and services Increasing effectiveness and efficiency and reducing costs of government	Optimizing governmental organizations and e-government (1392)
Feyzi and Moghadasi 1384	Researchers have divided benefits of e-government in five aspects of business, citizens, governments, workers and immigrants from other countries and Eventually have reported 28 cases of advantage in this area	Feyzi and Moghadasi (1384)

Source: Investigations of Researcher

**Literature Review and Theoretical Model of the Research**

When we acknowledge that there is corruption in the administration or organization, usually it means that in that organization the law does not run very well so individuals reach their abusive goals (Ozzam, 1389, 1). Transparency is the main enemy of corruption, therefore any tool that enhances transparency, can

prevent corruption. Many countries, consider new technologies as means of improving the effectiveness and increasing transparency (Sharifi Ramani et. al, under publication). That is why the researchers consider e-government as a possible way of reducing corruption by reducing communication of employees and public (Kenzakawa and Lyn Hartowa, 2013). E-government is one of the most important phenomena resulting from use of information and communication technology that has made major changes in human life.

Research results has shown that in general, the effect of information technology on corruption is negative and significant (Javid, 1391) and specifically in connection with establishment of e-government it can be stated that establishment of e-government on the parameters of good governance has a positive significant effect and causes improvement of accountability and transparency (Moghimi and Ardakani, 1390). Administrative health is antithesis of the corruption which is also influenced by e-government in a way that Loghman (1390) has shown that the use of e-government may cause administrative health improvement in different aspects (Loghman, 1390). With development of information technology, e-government also developed and governments, used e-government as one of the methods of fighting corruption (Moludian, 1390, 1). Researchers believe that a well-planned e-government strategy, leads to a more efficient, accountable and transparent government (Arpit, 2012). In a research Shahkooh et al. (2008) investigated the effect of e-government on transparency. The researchers based on data from Transparency International Organization has shown that establishment of e-government has a positive and significant effects on transparency. According to these information, the researchers have shown that developed countries (whose e-government in the country is high) are located in the lower level of corruption (Shahkooh, et al., 2008). Researches also have shown that establishment of e-government in developing countries has greater effect on reducing corruption (Mystery and Jalal, 2012). Kenzakawa and Lyn Hartowa (2013) also have studied the effect of e-government in 117 countries all over the world. Corruption Perception Index (CPI) and E-Government Development Index (EGDI) are the variables of present study. The researchers showed that establishment of electronic government have an impact on levels of corruption (Kenzakawa and Lyn Hartowa, 2013). Also, some studies have shown that the use of information technology does not cause information transparency. In a research in the field of implementation of organizing real estate transactions design in the country, one of the results proved having no effect of this project on clarifying information (Vaezi et. al., 1391). Table 2. Shows a summary of the conducted researches in effect of information technology and electronic government on corruption.

Table 2: Summary of E-Government Literature Review and Administrative Corruption

Summary of Results	Researcher/s
1. Important factors of administrative corruption at schools include: economic status, socio-cultural characteristics, organizational characteristics, personality of employees and number and qualities of rules 2. Economic status has the highest priority, and rules and regulations have the lowest priority in the development of corruption, respectively.	(Rasouli and Shahayi, 1388)
1: He increase in e-government development reduces corruption. 2: Also the results indicated that the effect of e-government on developing countries is more than developed countries.	(Mystery and Jalal, 2012)
1: Researchers have shown that the establishment of e-government effects on the levels of corruption in a way that an increase of 1 percent in the state's developments on e-government, it causes 8.0 percent of reduction in corruption rate.	(Kenzakawa and Lyn Hartowa, 2013)
1: Government plays an important role against corruption but it does not ensure eradication of corruption. 2: Researchers have introduced e-government as a strategy to reduce corruption.	(Kaur and Kamalkant, )2012
1: The researchers conclude that at Fiji and Ethiopia e-government and ICT projects has failed due to insufficient planning capacity and political instability	(Pathak et. al, 2008)
1. There is a positive correlation between using e-government and transparency. 2. E-government is considered as a solution to reduce corruption in government	(Shahkooh, et.

activities. 3: Developed countries in which there is developed e-government, there is less corruption.	al, 2008)
1. E-government is considered as an impediment against administrative corruption and it should fight against administrative corruption. (Cairo and Kmalkant, 2012)	(Ojha et. al ) 2007
1. Online registration system establishment in rural property in India, has caused loss of opportunities for bribes by government officials. 2. Online registration system establishment in rural property in India, caused transparency of information, improving the response quality of authorities.	(Bahatnegar, 2003)
1: Implementation of organizational plan for real estate transactions in the country has had significant effect on the control of contracts, order and regularity of contracts and also effects the order and regularity of parties to the contract. 2: The plan indicates that it did not have a significant effect on transparency of information, integration with other relevant organizations and bringing order and regularity to property consultants and order and regularity in real estate.	(Vaezi et. al., 1391)
1: In 99 % of confidence level, Information technology had a significant negative impact on administrative corruption and consequently on financial corruption, administrative behavior corruption and legal corruption. 2: Business consciousness as an adjustment in the relationship between information technology and administrative corruption has no significant effect. 3: Business conscience independently has significant negative impact on the administrative corruption. Therefore, it is necessary to consider this variable as an important, independent and effective variables in the administrative corruption and not as an adjustment variables for effects of IT on the administrative corruption.	(Javid, )1391
1. Establishment of e-government leads to improvement of accountability, efficiency of roles and responsibilities, building capacity, transparency, consequentialism and promotion of values as indices of good governance. 2. In terms of ranking, the promotion of values in located in the first place and transparency in the last.	(Moghimi and Ardakani, 1390)
1. Establishment of e-government leads to improved administrative system's health in various dimensions. Dimensions such as: economic health, administration and management health, legal and judicial health, healthy awareness and social information health.	(Loghman, 1390)
1. Information transparency, improve accountability and enhanced trust and friendship caused by IT including: phone and fax, computer and e-banking services have a direct correlation with reducing administrative corruption.	(Sharifi Ramani et. al, under publication)
1. ICT is a very effective tool in reducing corruption. 2. Social capital has a positive effect on reducing corruption. Dimensions of social capital have different effects on reducing corruption.	(Shim and Eom, 2009)
1. The potential effects of information and IT and communication technologies and social media on cultural attitudes and transparency is effective. 2. IT creates an open atmosphere and cuts corruptive activities.	(Bertot et. al, 2010)
1. The effect of Internet on reducing corruption is statistically significant but this is not a very significant case.	(Chi Lio et. al, 2010)
1: There is a significant relationship between the use of IT and improvement of communication between employees and customers, improved awareness of customers to rules and regulations, increased transparency of information and improvement of accountability. 2: The use of information technology in reducing administrative corruption is effective.	(Jahanbakhsh, 1387)

Source: Investigations of the Researchers

As shown in Table 2. Studies to evaluate the effect of IT on administrative corruption in the context of the conclusion that information technology is effective in reducing corruption are unanimous. Therefore, in this study, we test a model based on the effect of e-government in reduction of administrative corruption. This study also based on the aspects of administrative corruption emphasizes on dimensions that has been mentioned in the legislation for dealing with administrative offenses. In this way research hypotheses can be formulated as following:

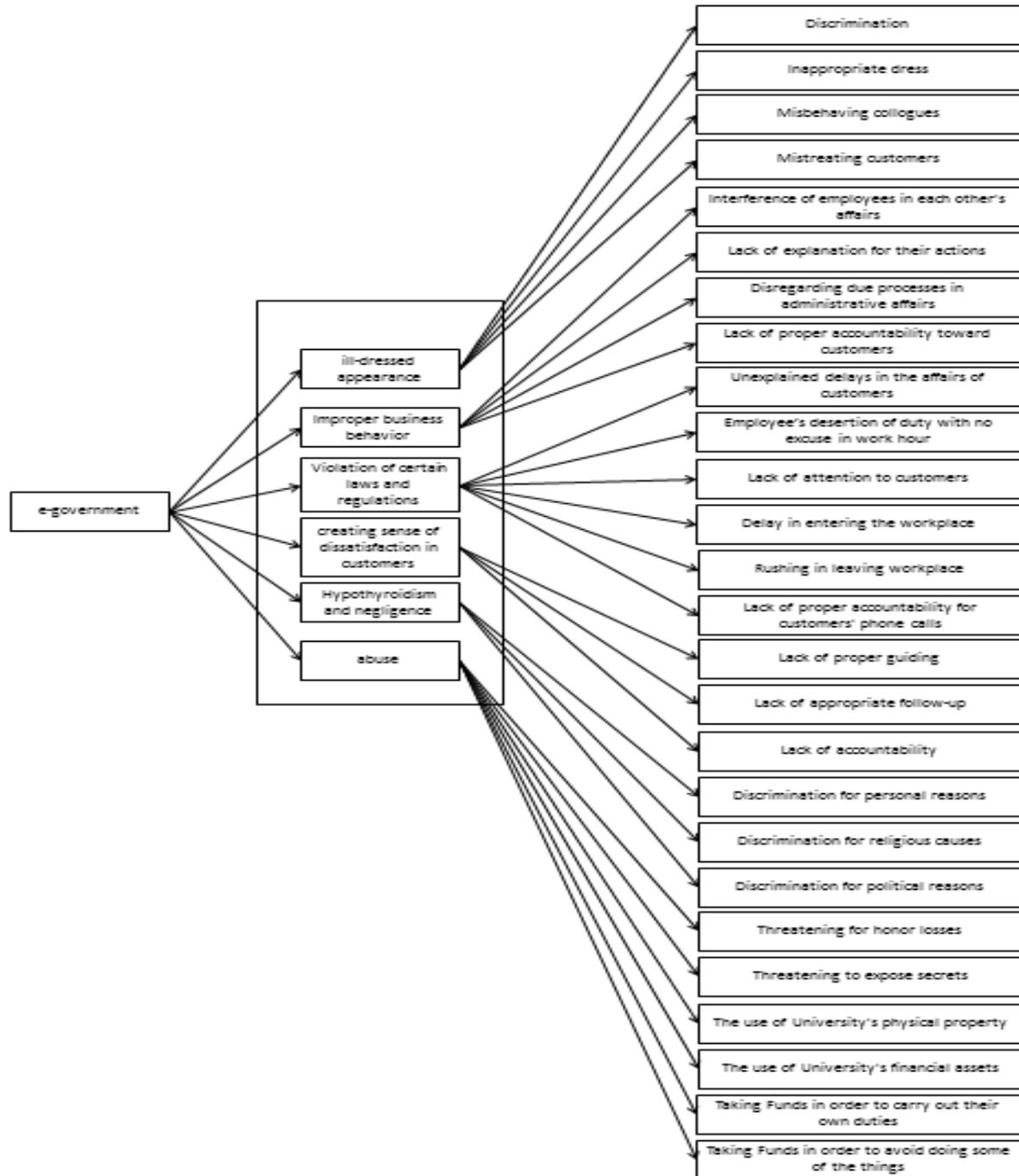


Fig. 2: Research's Theoretical Model

First hypothesis: the establishment of e-government has a significant effect on emergence of improper business behavior.

Second hypothesis: the establishment of e-government has a significant effect on violation of certain rules and regulations.

Third hypothesis: the establishment of e-government has a significant effect on development of customer dissatisfaction.

Fourth hypothesis: the establishment of e-government has a significant effect on the incidence of hypothyroidism and negligence.

Fifth hypothesis: the establishment of e-government has a significant effect on the incidence of discrimination.

## Research Methodology

Present survey is considered as an applied research and in terms of data collection, it is considered a survey research. The population of present study is the students of the state university. There are two reasons for selecting students as statistical population. First of all, this stratum of society, are considered those group of people, aware of the issues of the day; therefore, their opinions can be relied on. Secondly, the question of variable corruption asked from state employees seems to result in misunderstanding. Thus the researchers decided to select a group of students as statistical population which in the case of research variables is the state university, in order to state their ideas and opinions. The statistical population is about 20,000 individuals that considering confidence level of 95% and admission of 07/0 error rate, the number of sample size gets 194. Sampling method in this research is relative stratified. This means that each faculty was considered a class and the ratio of students of that faculty in relation to total number of students in the university is calculated and its proportion is applied in the sample. Information on the number of students collected from the Department of Education and Graduation sector. Students were selected according to convenience sampling method. Questionnaires used in this study were distributed and collected from 1392.09.01 to 1392.09.15 in the faculties involved. Total number of 220 questionnaires was distributed among the statistical population and finally, 196 questionnaires were considered as acceptable questionnaires.

## Measuring Variables

### Validity and Reliability of the Questionnaires

The study's questionnaires were adapted from relevant literature review. Accordingly, 30 questions in the field of establishment rate of e-government were offered that has been used in the present research (Khalife and Azad, 1390) and 23 questions about the extent of administrative corruption, which aforementioned questions have been designed according to the law dealing with administrative violations (Rostami et. al, 1390, 97 – 114). Due to difficulties in accurately measuring corruption, in this research the general perception of students from corruption in the university has been used. Questions asked in the questionnaire, by a number of professors who have conducted researches in this area were reviewed and were approved by them. Therefore, it can be concluded that Face and content validity of questionnaire is acceptable. The reliability of the questionnaire was assessed by Cronbach's alpha also. Initially, 21 questionnaires were distributed among students and after collecting Cronbach's alpha of research variables and the questionnaires is achieved that is represented in Table 3.

Table 3: Source of Questions and Reliability Coefficient

Reliability Coefficient	Number of Questions	Variable
0.781	23	Administrative corruption
0.900	30	e-government
0.885	53	questionnaire

If a questionnaire's Cronbach's Alpha is greater than 0.7 it means it is reliable. As shown in Table 3, Cronbach's Alpha for each of the variables and the entire questionnaires is greater than 0.7; therefore, we can conclude that research questionnaires have acceptable reliability. After this stage, the questionnaires were distributed in statistical population and then collected.

**Method of Data Analysis**

**Characteristics of Statistical Sample**

In order to provide clear picture from collected statistical samples, 4 demographic variables were included in the questionnaire. Descriptive statistics for these variables are shown in Table 4.

Table 4: Demographic Characteristics of the Sample

Total	Classes			Variables
		female	male	
196		139	5	Sex/ gender
100		71	29	Abundance Percent
196	Ph. D.	A	M. A.	degree
100	13	135	48	Abundance
	5.5	69	24.5	Percent
196	high	mediocre	low	Proficiency in
100	51	128	17	Information
	26	65	9	Technology
				Abundance Percent
196		married	single	Marital status
100		49	147	Abundance
		25	75	Percent

**Normal Test on the Research Variables**

The results of normalized test on research variables are shown in Table 5.

Table 5: Normalized Test of Research Variables

Test Results	Error Value	Level of Significance	Value of Variable	Variable
normal	0.05	0.542	1.192	Administrative corruption
normal	0.05	0.116	0.801	e-government

The results of Table 5 indicate that research variables are normally distributed.

**Comparing Average Test**

In this section we evaluate the research variables in the society. According to the normality of research variables, sample T- test is used to evaluate the research variables. Table 6. shows that the test conducted in this part is in form of single right-sided test. This means that we want to test whether research variables are higher than the average level or not. In order to conclude based on the following table, t-coefficient should be considered. If the t coefficient is positive and at the same time, single-way significance must be less than 5 percent, in order to say a variable in 95 percent level is higher than average rate. If a variable does not have one of these conditions, it is concluded that the null hypothesis is not rejected.

Table 6: One Sample T-Test

Result	Unilateral Significance Level	bilateral Significant Level	T Coefficient	Standard Deviation	Mean	Variable
Rejected	0.0	0.0	-14.7	0.599	2.37	E-government
Approved	0.0005	0.001	3.438	0.455	3.11	Administrative corruption
Approved	0.0175	0.035	2.126	0.764	3.11	Improper business behavior
Approved	0.0	0.0	5.482	0.781	3.30	Violation of relevant laws and regulations
Approved	0.037	0.074	1.794	0.891	3.11	Creating customer dissatisfaction
Approved	0.0	0.0	9.183	0.912	3.59	Hypothyroidism and negligence
Rejected	0.369	0.739	0.333	0.928	3.02	Discrimination
Rejected	0.0	0.0	-4.970	0.701	2.75	abuse

Results in Table 6, show that level of e-government at the target university is lower than the average level. Relevant negative t coefficient above indicates that level of e-government in target university level of significantly is lower than average level. The results on the table above also indicate that administrative corruption in the target university is higher than average. Dimensions of inappropriate business behavior, violations of relevant laws and regulations, causing customer dissatisfaction and hypothyroidism and negligence significantly is higher than average. Moreover, dimensions of discrimination and abuse are lower than average level.

**Research Hypothesis Test**

In order to test the hypothesis, structural equation modeling was used. That is, the obtained path coefficient and significant coefficients of path coefficient are used to test hypotheses. Figure 2, and 3, shows the conceptual model of the research in both standard coefficients and significant coefficients.

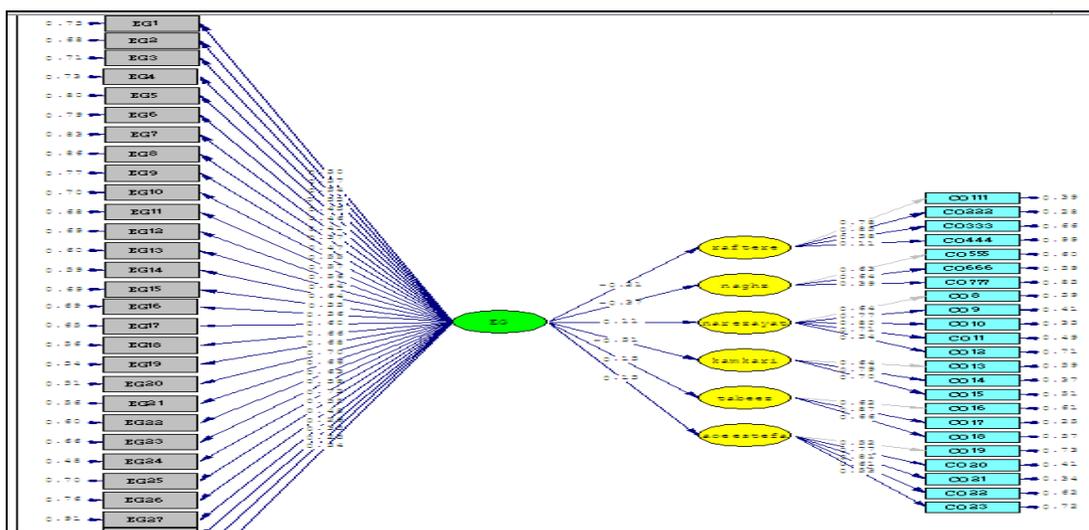


Fig. 2: Standard Coefficients in Structural Model

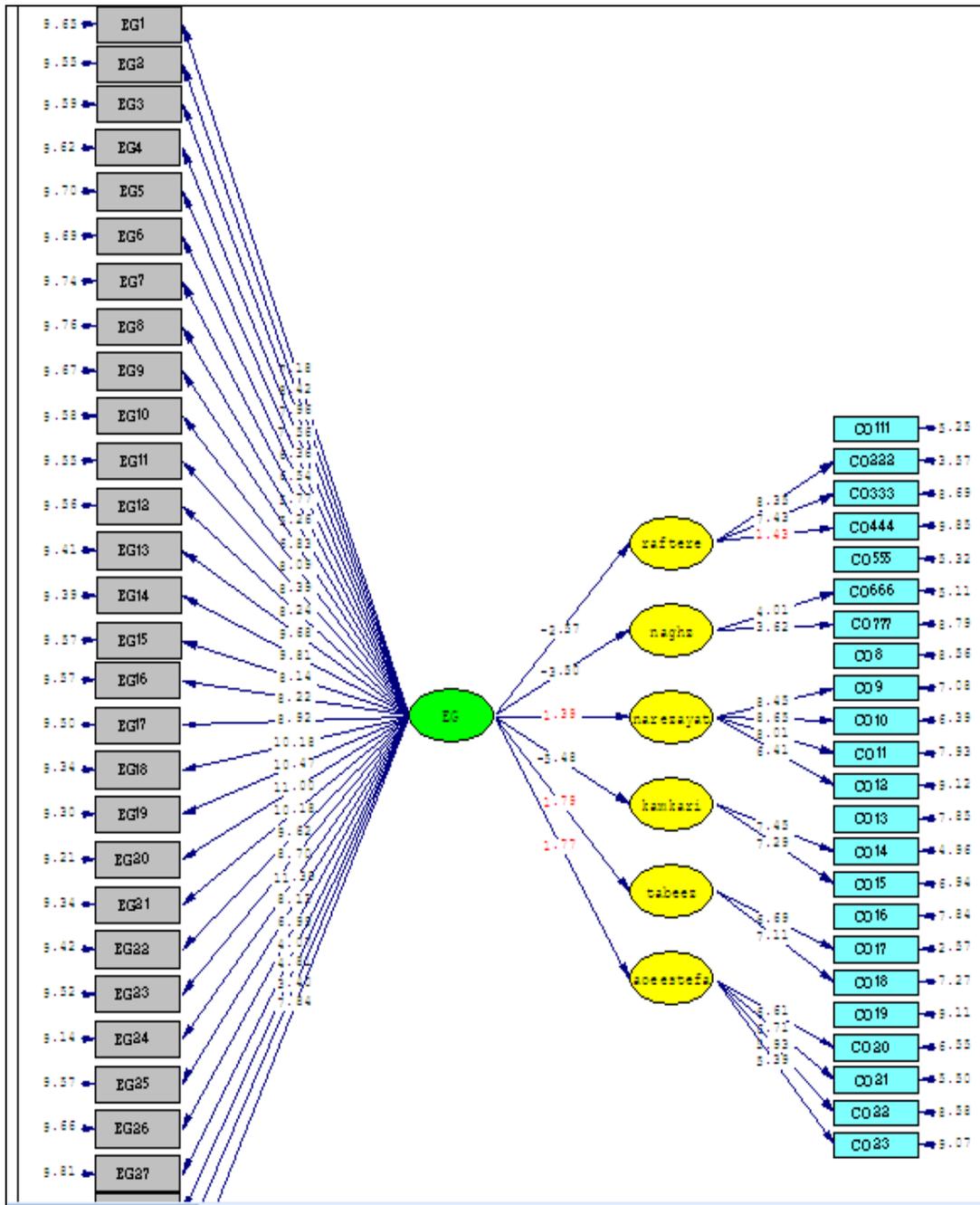


Fig. 3: Significant Coefficients in Structural Model

Model fitting indexes are shown in Table 7 that indicates fitting model with collected data.

Table 7: Fitness Indexes of Structural Model

NNFI	NFI	AGFI	GFI	CFI	RMSEA	P-value	$\chi^2/df$	Fitness Index
0.96	0.95	0.82	0.86	0.97	0.084	0.0	2.3	Index value

Based on the significance coefficients reported in table 7, research hypothesis can be investigated. The first hypothesis states that establishment of e-government in inappropriate business behaviors has a significant effect. As it can be seen in the structural model, path coefficient obtained is equal to (-0.21). Obtained significant coefficient for this path is equal to (-2.75). Because significant coefficient obtained is outside the range of  $\pm 2.575$ , it is concluded that coefficient obtained is in the critical area and there is sufficient evidence to support the first hypothesis. Path coefficient indicates that with moving towards e-government, for each unit increase in e-government, inappropriate business behavior is decreased to the extent of 0.21.

Hence, the first hypothesis is confirmed at the confidence level of 99 %. The second hypothesis states that establishment of e-government in violation of relevant laws and regulations have a significant effect. As it can be seen in the structural model, path coefficients obtained is equal to (- 0.37).

Significant coefficient obtained for this path is equal to (-3.50). Since significant coefficient obtained is outside the range of  $\pm 2.575$ , it is concluded that coefficient obtained is in the critical area, and there is sufficient evidence to support second hypothesis. Path coefficient indicates that with moving towards e-government, for each unit increase in e-government, violations of rules and regulations is reduced to the amount of 0.37. Therefore, second hypothesis is confirmed at the confidence level of 99 %.

The third hypothesis states that establishment of e-government in development of customer dissatisfaction has a significant effect. As shown in structural model, the path coefficient obtained is equal to 0.11. Obtained significant coefficient for this path is equal to is 1.39. Since the obtained significant coefficient is in the range of  $\pm 1.96$ , it is concluded that the coefficient obtained is in confidence area and there is sufficient evidence to reject the null hypothesis. Therefore, third hypothesis is rejected in the 95% confidence level.

The fourth hypothesis states that establishment of e-government has a significant effect on development of hypothyroidism and negligence. As it can be seen in the structural model, the obtained path coefficient is equal to (-0.51). The obtained significant coefficient for this path is equal to (-5.48). Since significant coefficient obtained is outside the range of  $\pm 2.575$ , it is concluded that the achieved coefficient is in the critical area and there is sufficient evidence to support fourth hypothesis. Path coefficient shows that with moving towards e-government, for each unit increase in e-government, the risk of hypothyroidism and negligence is decreased to the amount of 0.51. Therefore, fourth hypothesis is approved at the confidence level of 99%.

Fifth hypothesis states that establishment of e-government has a significant effect on development of discrimination. As it can be seen in the structural model, obtained path coefficient is equal to 0.15. Obtained significant coefficient for this path is equal to 1.79. Therefore, fifth hypothesis is rejected with 95 % level of confidence.

The sixth hypothesis states that establishment of e-government in development of abuse has a significant effect. As it can be observed in structural model, obtained path coefficient is equal to 0.15. Since obtained significant coefficient is in the range of  $\pm 1.96$ , it is can be concluded that the coefficient obtained is in the confidence area and there is sufficient evidence to reject the null hypothesis. Therefore, sixth hypothesis is rejected with 95 % level of confidence.

## Conclusion and Suggestions for Further Studies

The aim of present study was to evaluate the effect of establishment of e-government on dimensions of administrative corruption in a state university from the perspective of its students. According to the law for violation of administrative rules, 6 dimensions of administrative corruptions were identified and relevant questions were designed and questions on the e-government were extracted from literature review (Khalife and Azad, 1390). The number of acceptable questionnaires was 196 that its data was analyzed via SEM

(Structural Equation Modeling). The result obtained includes very interesting points. According to the results obtained, e-government is effective on three dimensions of administrative corruptions (inappropriate business behavior, violation of related rules and regulations, hypothroidism and negligence) and on other dimensions (creating sense of dissatisfaction in customers, discrimination, abuse) has no significance effect. Therefore, e-government has significant effect on inappropriate business behavior, violation of related rules and regulations, and hypothroidism and negligence. From dimensions of administrative corruption, hypothroidism and negligence gets the most intense effect from establishment of e-government. After this dimension, violation of related rules and regulations and inappropriate business behavior are the next dimension.

According to the obtained results, the establishment of e-government at the target state university has the least significant effect on the inappropriate business behavior. The establishment of e-government can prevent effectively inappropriate behavior, decent appearance at job, appropriate behavior with respect to the colleagues and customers. The root of this influence is in reduction of the relationship between employees and students. The results showed that establishment of e-government can negatively affect the violation of relevant laws and regulations. The reason is rooted in the mechanisms that IT creates in the work process of its employees which causes to reduce the collision in optional treating of customer's business to the great extent.

The results indicated that establishment of e-government do not have a significant effect on development of customer dissatisfaction. From reasons which can be named in this regard, is that establishment of e-government will reduce the collision of employees and customers and this issue is able to reduce the sensitivity of the customers toward factors involved in their dissatisfaction in normal conditions. Under normal circumstances when customers are present, they expect that employees be present in their work. Because at the moment they want their work done. The results indicated that e-government is the most effective on employees' hypothroidism and negligence. Mechanisms that e-government create, reduces negligence of employees and human errors and hence can be very effective in this area.

The results indicate that e-government has no significant effect on discrimination. Discrimination level at the target university is lower than average and this finding is confirmed with high strength. In this regard, we can say that basically the issue of discrimination at the target university has no subjectivity. Nonetheless in spite of having e-government, it can be stated that it has zero effect on discrimination factor.

The results indicate that e-government has no significant effect on abuse. Based on results from target university, abuse level is lower than average and this conclusion is confirmed with high strength. In this regard, we can say that abuse from students' perspective at the target university is not significant. Considering indicators mentioned for this dimension in the law for dealing with administrative violations, e-government has no significant effect on employees' abuse. The reason is that basically, abuse dimension at the target university has no subjectivity.

## References

- Accelerating government's organizations and e-government. Special. Ed. 1391. State planning organization. Department of management and human capital development.
- Afzali, Abdurrahman. 1390. Administrative Corruption and Its Effect on Development: Reasons, Consequences and Solution Strategies. International Law Magazine. Central Publication of International Law Affairs of C.E.O of Republic. Year 28. No. 45. pp. 235-264.
- Ahmadi, Seyyed Ali Akbar; Fardadnia, Asghar. 1388. Investigation and Understanding Most Important Factors in Development of Administrative Corruption in tax Organization of the Country (Iran) (Case Study: Central Organization of Tax in Northern Tehran. Science Survey. Year 1. No. 2. pp. 103-134.

- Ahmadi Zeleti, Fatemeh (2010). The Progress and Obstacles of Implementing and Improving E-Government in Islamic Republic OF Iran. The topic of the master's thesis has been accepted in the Departmental Council of the Department of Information Technology.
- Alizade Sani, Mohsen; Fani, Ali Asghar. 1386. "The Effect of Administrative Corruption on Societies' Human Resources". *Ethic in Science and Technology*. Year 2. No. 1-2. pp. 17-24.
- Alvani, Seyyed Mahdi; Zarandi, Saeed; Arab Sorkhi, Abuzar. 1389. "Parameters of Designing National Strategy for Fighting with Corruption in Islamic Republic of Iran". *State Management Journal*. 2<sup>nd</sup> period. No. 4. pp. 3-22.
- Atashak, Mohammad; Ghahremani, Mohammad; Abolghasemi, Mahmood; Ferassatkah, Maghsood. 1390. The Concept of Administrative Corruption in State Educational System: *Ethic in Science and Technology*. Year 6. No. 3. pp. 30-43.
- Arpit, Bansal (2012). E-Government and Social Media as Openness and Anti-Corruption Strategy. *Research Journal of Management Sciences*. Vol. 1(1), 48-52.
- Azimi, Hussein; Atafar, Ali. Shaemi Bazaraki, Ali. 1389. "Investigating Management and Organizational Factors Effective on Financial-Administrative Corruption in Central State Organizations of Isfahan and Zanjan. *The Idea of Strategic Management*. Year 14. No. 2. pp. 129-147.
- Bertot, J.C., P.T. Jaeger, and J.M. Grimes. (2010). Using ICTs to create a culture of transparency: E-government and social media as openness and anti-corruption tools for societies. *Government Information Quarterly*, 27. PP. 264- 271.
- Bhatnagar, S. (2003). E-government and access to information. *Global Corruption Report 2003*. Transparency International. Washington DC.
- Chadwick, A., and May, C. (2003). Interaction between States and Citizens in the Age of the Internet: E-government in the United States, Britain, and the European Union. *Governance*, 16(2), PP. 271- 300.
- Chi Lio, M., M. Chun Liu, and Y. Pey Ou. (2010). Can the Internet reduce corruption? A cross-country study based on dynamic panel data models. *Government Information Quarterly*, In Press.
- Dadashi, Ali Reza. 1390. "Struggle with Administrative Corruption in Iran: Accomplished Proceedings and Couple of Proposed Solutions". *Rahbord-e-Yas*. No. 27. pp. 208-220.
- Danayi Fard, Hassan. 1384. Strategy to struggle with corruption: does IT decreases administrative corruption? *Humanity Modarres quarterly*. Seri 9. No. 2. pp. 101-117.
- Ebrahim Abadi, Gholamreza. 1384. "An Analysis on Corruption Status in Iran". *Senate and Research*. Year 11. No. 46. pp. 191-213.
- Ebrahim poor, Habib; Seyyed Razavi, Seyyed Mahdi. 1390. "Violation Factors in Organization: Administrative Corruption". *Asr-e-Keyfiat Quarterly*. No. 21. pp. 31-34.
- Feyzi, Kamran; Moghaddasi, Ali Reza. 1384. *E-Government, Reconstructing Government in IT Era*. Tehran. Termeh Publication.
- Goldkuhl G. (2011). *Generic Regulation Model: The Evolution of a Practical Theory for E-Government*. *Transforming Government: People, Process and Policy*; 5(3): 249-267.
- Hashemi, Seyyed Hamed; Poor Aminzad, Saeedeh. 1390. "Administrative Corruption and Solutions for Struggling with It". No. 50. *Commercial Investigations*. pp. 52-71.
- Jaber-Ansari, Mohammad Reza; Bazigar, Afshin. 1389. Organizational Reasons for Administrative Corruption from State Section Employees' Perspective in Borujerd. *Knowledge of Evaluation*. Year 2. No. 6. pp. 55-77.
- Jahanbakhsh, Giti. 1387. The Role of ITC in Reducing Administrative Corruption in Central Organization of Refah Bank. M.A. Thesis. Pardis University of Qom.
- Javid, Zahra. 1391. Investigating Effect of IT in Administrative Corruption: Clarifying the Role of the Moderator Work Conscience. M.A. Thesis. Faculty of Administrative and Economic Sciences. Vali-e-Asr University. Rafsanjan.
- Kaur, Sapanjeet. Kamalkant (2012). E-Governance - Impact on Corruption. *International Journal of Computing & Business Research*. Proceedings of 'I-Society 2012' at GKU, Talwandi Sabo Bathinda (Punjab).
- Khalafkhani, Mahdi. 1388. "Investigating Social Capital and Administrative Corruption". *Rahbord Quarterly*. Year 18. No. 53. pp. 39-55.

- Khalafkhani, Mahdi. 1389. "Social Approach in Designing Measures of Administrative Corruption Index". Knowledge of Evaluation. Year 2. No. 3. pp. 79-115.
- Khalife, Ghodrath Allah; Azad, Mahdi. 1390. The Realization of E-Government from Employees' Perspective. Shahid Chamran University. Ahvaz. Educational Strategies Quarterly. Year 4. No. 4. pp. 177-182.
- Kněžáčková, Radka. Linhartová, Veronika (2013). Impact of E-Government at the Level of Corruption. The 7th International Days of Statistics and Economics, Prague, PP. 621- 630.
- Loghman, Samira. 1390. The Effect of E-Government in Enhancing Administrative System's Health. M.A. Thesis. Faculty of Management and Accounting. Allameh Tabatabayi University. Tehran.
- Mistry, Jamshed J. Jalal, Abu (2012). An Empirical Analysis of the Relationship between E-Government and Corruption. The International Journal of Digital Accounting Research. Vol. 12, 2012, pp. 145 – 176.
- Moghimi, Seyyed Mohammad; Ardekani Alayi, Mostafa. 1390. Measuring Indicators of Good governance and Effect of E-Government in Enhancing It. IT Management. No. 8. pp. 171-188.
- Mehrgan, Nader; Mobarak, Asghar; Alizadeh, Fayyaz. 1388. Investigating Indicators of Good governance and Corruption Index on Economic Progress in Islamic Countries. Knowledge of Evaluating. Year 1. No. 2. pp. 135-169.
- Moludian. 1390. Investigating the Effect of E-Government on Enhancing Administrative System's Health in Iran (Case Study). M.A. Thesis. Sistan and Baluchistan University.
- Ozzam, Ali. 1389. Investigating the Effect of IT on Reduction of Administrative Corruption. M.A. Thesis. PNU in Tehran.
- Pathak, R.D., Singh, G., Belwal, R., Naz, R., & Smith, R.F.I. (2008). E-governance, corruption and public service delivery: A comparative study of Fiji and Ethiopia. JOAAG, 3(1), PP. 65-79.
- Salarzahi, Habib Allah; Amiri, Yaser. 1389. Investigating the Relationship between Kinds of Organizational Structure and Amount of Administrative Corruption. Case study: Selected Executive of Shiraz. Knowledge of Evaluation. Year 2. No. 6. pp. 79-180.
- Sharifi Ranani, Hussein; Hajipoor, Marzie; Moshref Javady, Mohammad Hussein. Under publication. Investigating the Role of IT in Reduction of Administrative Corruption via Increasing Information Transparency, Enhancing Accountability and Increasing Trust and Accuracy. Case Study: Saderat Bank's Branches in Isfahan. Research Quarterly of Research Sciences and IT in Iran.
- Shabani, Ahmad; Soleymani, Mohammad. 1389. "Investigating the Effect of administrative corruption on human resources". Cultural engineering journal. Year 5. No. 47-48. pp. 58-68.
- Sadeghi, Seyyed Kamal. 1391. "Investigating the Effect of Administrative Corruption's Control Index and Influence of Government on Tax Revenue" Case Study: Countries with Average and High Annual Incomes. Taxing Research journal. No. 14. Apex. 62. pp. 229-246.
- Shahkooh, K.A. Shahkooh, S.A. Saghafi, F. Abdollahi, A. (2008). A Proposal for Corruption Reduction in Developing Countries Based on E-government. World Applied Sciences Journal 4 (Supple 2): 01-07.
- Shim, D.C., and Eom, T.H. (2009). Anticorruption effects of information communication and technology (ICT) and social capital. International Review of Administrative Sciences, 75(1). PP. 99-116.
- Rostami, Golnaz; Mousavi Orteh Laghi, Hajlu; Poor Ghaz, Mohammad Hussein. 1390. Enhancing Administrative Health and Struggling with Administrative Corruption: In Order to Implementation of Solution Committee of Approved Courses for State Employees' Training. Jihad-e-Daneshgahi Publication Organization. 1<sup>st</sup> ed.
- Rasouli, Reza; Shahayi, Behnam. 1388. Administrative Corruption in elementary Schools: Factors Effective on Advent, Development and Decrease of Corruption. State Management Journal. Seri 1. No. 3. pp. 19-34.
- Taghavi, Ali. 1386. "The Effect of Organizational Culture on Administrative Corruption". Tadbir Review. Year 18. No. 181.
- Tavakkoli, Abdullah. 1390. "Evaluating Administrative Corruption: A Survey on Expressing Necessities of Methodology for Designing National Index". Humanity's Methodology. Year 17. No. 69. pp. 193-216.
- The Regulations of Enhancing Administrative Health and Struggling with Corruption. 1390. Islamic Consulting Parliament.

Vaezi, Reza; Soltani Fath, Masoud; Tamimi, Hamid. 1391. Assessment of Executive Consequences of Organizing Planning Design for Real Estate Transactions in the Country. *Change and Development Quarterly*. No. 8. pp. 15-22.  
[www.transparency.org](http://www.transparency.org)

