



Investigate the relationship between delegation of authority, sense of responsibility, customer-oriented and moderating variables

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ABSTRACT

Original Article:

The aim of present research is investigate the relationship between delegation of authority, sense of responsibility, customer-oriented and moderating variables in general department of Islamic development in Kohgiluyeh and Boyer Ahmad province. In present research, delegation of authority is independent research; responsibility, customer-oriented and moderating variables are dependent variables. The method used in this study is descriptive and correlational. Present study is applied in terms of purpose and is descriptive -correlational in terms of collecting data. Statistical population of research includes the employees of general department of Islamic development in Kohgiluyeh and Boyer Ahmad province that are 63 peoples. SPSS software was used for data analysis. The results of present research indicated that: there is a significant relationship between the delegation of authority and sense of responsibility; there is a significant relationship between the delegation of authority and customer-oriented; there is a significant relationship between the delegation of authority and moderating variables.

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INTRODUCTION

Delegation of authority means transfer the part of special executive powers and duties of organization manager and leader regardless of its origin to subordinates and heads of units and subsidiary bodies in order to accelerate the implementing affairs and timely realization of the organization objectives. The purpose of authority delegation is that the subordinates can decide about associated and assigned tasks independently and in any case not obliged to the opinions and commands of immediate managers for that goal to be achieved quickly and perhaps ahead of time and thus, satisfaction of stakeholders to be achieved more quickly (Robbins, 2002).

In an environment that global competition and new technology are its main characteristics, reduce of centralized control leads to increase of speed, flexibility, decisiveness, and synergy; and strengthen of communication networks. Delegation is not the reduction or loss of strength and power, but also by its implementation enforce existing strengths and each of the members and employees will be more powerful. The real power is that commit the people. When there will be real power that be transferred to those who have been in better status or position. In fact, the result of this devolution is increase of commitment, innovation and creativity in people that power is delegated to them and works will be done better.

If managers to know that delegation is beneficial, easily transferred their power to others. Delegation will be led to motivating employees because they feel that must be

effective and should be given the opportunity to them for increasing their effectiveness and initiative and creativity. Through phenomenon of delegation; competence, merit and skills awarded to employees. One of the definitions accepted by most scholars and authors of the administrative science about management included: the management is working with people and by individuals and groups for achieving the organizational goals. Various aspects of this definition can be derived. One of this aspects is delegation of Authority (Alvani, 1999).

In the current era, human resources is one of the most important indicators of progress and development in the societies and a country can progress that provide the essential backgrounds for latent talents and taking advantage of the material, human and cultural resources of society through authority and participation of all society sectors. When delegation and participation be executed in the organization, all employees are involved in organization themselves and increase their commitment and their work ethic in the organization. Delegation of authority and respect to employees and their participation in organization decisions help to manager's benefit from the employee's creativity and potential. If managers neglect to this issue, human labor power in the administrative system become to tools.

As a result, managers when can promote delegation of authority and work ethic in the organization that establish a good relationship with employees. This is key to success of managers. If managers be able to behave appropriately, non-functioning agencies will be converted to ideal