

Provide a Mechanism to Prevent Random Organizational Forgetting Relying on Social Capital

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ABSTRACT

The purpose of this paper is to examine the relationship between social capital and social care staff in organizational forgetting in Tehran is random. In this study, the survey method was used. The population in this study were all employees of social security in Tehran in 2016. The calculated sample size was 200. There was simple random samples to access the sampling method. Random organizational forgetting was used to measure employee questionnaire and to measure social capital and institutional, organizational social capital questionnaire (Nahapiet and Ghoshal 1998). Face and content validity of the questionnaire was approved. The Cronbach alpha coefficient was calculated for each variable over 7/0 and thus reliability of the questionnaire was approved. To identify hypotheses, test inferential statistics (Pearson correlation coefficient and stepwise multiple regression) at a significance level of less than 01/0 was used. In this regard, the software spss version 22 was used. The results showed that relationship between the three dimensions of social capital and organizational forgetting relationship was random .

KEYWORDS: Random organizational forgetting, social capital, structural, relational and cognitive .

INTRODUCTION

In contrast, organizational learning, organizational memory add until the knowledge increases and reduces the lack of organizational knowledge (interlace et al., 2011). The lack of students means a lack of the ability of host capabilities. And again when organizational knowledge already plans to achieve it means a waste of resources and a rework because not only spend time and money that has been lost this knowledge and skills but also the opportunity cost will follow. Organizations often depend on the organizational learning process of purposeful forgetting to change the sense that companies often do not need to learn new abilities to older students in the past but they have the limited forget (Coe, 2011). Organizational forgetting roots in the actions and consequences of actions that can be external or internal. Organizations need to be systematic, deliberate and planned organizational forgetting which finally seems to achieve positive results (Besanko et al., 2007). Organizational forgetting too often imposes heavy costs on organizations and many countries around the world annually spend many resources available to acquire knowledge and information (Azdymer, 2010). The Forgetting effect on the organizations depends on their position, and when leads to loss non-purposeful organizational competences (amnesia non-purposeful), is harmful. But when the organization needs to change it can be a first vital step for organizational renewal (Martin D-Halan and Phillips, 2004). Azmi ,divides forgetting to two unplanned and planned ways in which information and knowledge within the organization can be dismissed ,in other hand the unplanned forgetting is passive and involuntary which the organization vital knowledge and information is forgotten. On the other hand, he pays attention to the consequences of forgetting and has classified these consequences in the negative and positive form (Taban et al., 2015) . The organizational forgetting consciously and objectively a set of actions that an organization accomplishes until facilitates the unnecessary data and prevents to loss the useful data . This set of actions is performed in three areas including planning, implementation, and evaluation. The lack of knowledge gained from learning and inability in coding and documentation of knowledge and lack of motivation for sharing knowledge lead to random forgetting (Hosseini et al., 2014). There are two types of random forgetting. The first is to loss the memory and when occurs that well-confirmed knowledge unintentionally has lost. The second is to disable to get and occurs when new knowledge is unintentionally lost before it could be confirmed in the memory. While the random forgetting could reduce the competitiveness of an organization, the purposeful forgetting can increase it (Hulan, Philips, 2004). Examples of instances that cause to loss the memory are :If information don't regularly use, they will loss, and the key employees leave the organization. The organization current affairs are forgotten. The intimate and friendly relations are decline. The important documents are disappeared. With these details, the social capital is

the complementary of the other resources that are controlled by individuals and organizations and is an important resource for individuals and organizations. Today, the social capital efficiency is suitable for human and physical capital and is considered a way to achieve success. Managers and those who work in social enterprise organizations developed their corporate jobs and smooth the way to success. We can say that the social capital is a manageable phenomenon In the sense that it can be based on the certain policies in the area of reconstruction or to help the process of its formation (Nasr Esfahani et al., 2011). In a social system, the interaction between activists is considered as the system foundation. This interaction is in order to meet the final objectives of activists based on the aimed actions. The interaction is observe in the permanently exchanges of the goods and the services between individuals and groups in each simple organization in a society and also unites the society in one side to produce the common standards, the common identity, the confidence and in other side in the strong economic relations together (Asvendesen and Asvendesen, 2000). The purpose of social capital is the inner cohesion of the society cultural and social, norms and values that governed on the interactions between people and institutions that these norms and values are embedded in it. The social capital is as a sticking which ensures the cohesion of societies and the economic growth or human well-being is not possible without it (Fine, 2001). Coleman (1990) argues that the social capital, in turn, when will develop that will change relations between individuals in ways that facilitate an action. The concept of the social capital dominates on the potential benefits of the social bonds (Magdol and Bessel, 2003). According to Coleman, the concept of the social capital indicates how the social structure of a group can act as a resource for members of that group. In other words, social capital is the value of that aspect of the social structure that serves as a resource to enable members to achieve their goals. In other words, the concept of the social capital has two components: (1) The social capital represents resources embedded in the social networks toward the personal relations. 2. Access and use of existing resources in the society is attainable only by membership in the said social networks. Therefore, it creates a common position for networks and members until they can gain the higher welfare and benefit by using this capital (Svymynanda, 2007).

By these details, this paper comes to study the effects of social capital on the random organizational forgetting of the social security personnel in Tehran.

Theoretical Foundations

Organizational forgetting

Dyhalen attempts to link between the forgetting method and also the type of the forgotten knowledge to describe the organizational forgetting. The first dimension shows the difference between the conscious and unconscious forgetting and the second dimension refers to the source of knowledge . In many cases, his own current skills and knowledge consciously and unconsciously forgets, and sometimes, Nevovod's knowledge is forgotten consciously or unconsciously in the organization. Nevorod's knowledge refers to a knowledge that is created by the creativity and innovation of employees in the organization or outside the organization. His theory shows the four cases.

The organization forgetting cases according to Dyhalen and colleague (2004):

New knowledge

Inability to acquire knowledge

Learning tool

Then, Dyhalen's classification of organizational forgetting is shown as following:

1.Loss of Memory: In this case of the organizational forgetting, the organization forgets unconsciously and randomly the old knowledge and access to the organization. The loss of memory causes the organization losses its competitive advantages and undergoes the high costs for recreating the forgotten knowledge (D Halen et al., 2004).

It needs to accomplish the following actions in order to prevent to loss the memory1-1

A)To Find the actual location of the organizational knowledge. B)To maintain the institutional memory as a strategic necessity. In the former case, in order to avoid forgetting valuable knowledge, companies require to a place in which they can keep the knowledge. The valuable Knowledge is often hidden and informal and implied and is produced in the countless ways by the personnel (KM). The second purpose is to consider the knowledge management in the organization strategic management process.

2-Inability to acquire knowledge: This case occurs in a state that the organization can't keep the renewal knowledge to the organization and loss as unplanned. In this case, the organization doesn't pay attention to get the new information to others. Sometimes, the outstanding employees leave the organization and take the important information.

3- Learning tool: It can be as important as learning for the organization. A company tries to take apart information and knowledge that may harm to its success.

4-Avoid bad habits : The organization can learn habits, actions, beliefs and valueless that are harmful as people. Successful organizations are able to forget such knowledge purposely before are confirmed and institutionalized in the organizational memory (D Halen, 2004).

Fernandez and Suwon suggest that the forgetting is associated with the organizational innovation. TO forgot your type of innovation within the organization if there is a conscious and unconscious memory type is to be done if organizations are outside (Sonny and Fernandez, 2009).

Forgetting about the relationship between random and competitive advantage can be deduced the following results (grid and Robbie, 2009).

The definition of the social capital According to the organizational view, "Ghoshal and Nahapiet" define the social capital as the sum of actual and potential resources contained inner, available, and derived from a relation network of a person or a social unit. according to their view, the social capital is one of the important assesses and capabilities of the organizational which can help the organizations create and share the knowledge and develop "stable organizational advantage" to them in contrast to the other organizations (Nahapiet and Ghoshal).

model of Nahapiet and Ghoshal's organizational social capital :

Nahapiet and Ghoshal classify the different aspects of the social capital to three categories whit the organizational approach: structural aspects, relational and cognitive.

-Structural element: ItRefer to the overall pattern of contacts between people, i.e., you access to whom and how. The most important aspects of this element are the network relationships between individuals, the network configuration, and the proper organization.

A: The network relations: The social relations develop the informational channels that reduce the required investment and time to gather information.

B: The configuration of the network relations: three characteristics of the network structure: density, link, and hierarchy, all cause to develop the flexibility and ease to exchange information by impacting on the extent of the contact or capable to access to the network member.

C :The proper organization: The appropriate social organizations can provide a potential network for accessing to people and resources such as information and knowledge, it may be prevented to exchange information through the cognitive dimensions and the relational of the social capital (Rahmanseresht, 2007: 263).

-The cognitive element: It refers to resources which provide symbols, interpretations and systems of the common meanings among groups.

A:The common codes and languages: The language has the important and direct function in the social relations and affects our perceptions. Codes also provide a reference framework that we observe and interpret the environment.

B:The common stories: myths, stories and metaphors provide the powerful tools in communities to create, exchange, and maintain a rich sets of meanings (repentant, 2009).

The relational element: It describes a kind of the personal relationships that people connect together because of their interaction history.

A : Trust : people desire to have the social exchange and cooperative interaction where there is the relations in the high level based on trust .

B :The norms :The collaboration norms can create a strong base to develop the intellectual capital.

C) the requirements and expectations: It represents an obligation or a duty to carry out a activity in the future .

D) the identity : It is a process in which people feel that are members of a single group whit a person or a group of the other people (Qelich Lee and netted, 2006: 130-133).

The empirical record

Jacoby and colleagues (2013) carried out a research named "study of the unintended organizational forgetting situation and its management strategies at hospital of Ali Ibn Abi Talib (AS) in Zahedan". The results showed that there is a high level of the unintended organizational forgetting among hospital nurses of Ali Ibn Abi Talib (AS).

Pour Hatamy et al (2015) performed a study named "study of unintended and intended organizational forgetting effect on the organizational learning process (the study case of central office SID)". Results showed that the intended organizational forgetting significantly and positively affects the organizational learning process, while the unintended organizational forgetting doesn't significantly affect the organizational learning process level. This paper is a descriptive analysis of the survey and from the perspective of the target application. The data were collected using a questionnaire developed by the researchers of the organizational learning and the organizational forgetting. Then the effect of intended and unintended organizational forgetting on the different

variables were measured. For example, it was found the intended organizational forgetting significantly and positively affects the knowledge dissemination, the knowledge operation and review of the results.

The results showed that the intended organizational forgetting hasn't significantly affected the mentioned variables.

Rajabbaigy and Hassani (2014) accomplished a research named "Organizational forgetting relationship with the urban functions in the context of the urban stable development (Case study: Municipality of region16 of Tehran)". The results showed that there is a significant relation between the conscious forgetting and the urban management performance in the context of the urban stable development. Therefore, the necessary infrastructures are provided to remove the old unnecessary information.

Tabarsa and Mirzadeh (2012) carried on a study named "Organizational forgetting in the knowledge management challenge". Recognizing the increasing importance of knowledge as a strategic resource for today's organizations, not surprising but in recent decades, the organizational learning and knowledge management focus of extensive studies is managed by researchers. The growing use of ICT in modern organizations, highly variable environments, and competitive dynamics and the necessity to provide their knowledge has increased. One of these dynamics, as a phenomenon called the organizational forgetting, which can be either random or intentional, harmful, or beneficial; But in all cases they can significantly affect an organization's competitive ability. This event which is considered less discussion of the knowledge and organizational learning, knowledge management is considered as a Challenge for the effective management of the organizational learning and acquiring the useful knowledge, and a critical task for organizations. Therefore, a businesses in the organizational learning, the knowledge management requires to be able to effectively manage the process and ensure that knowledge which leads to the inactivity organization to improve and increase the forgotten knowledge .It is possible to prevent competitive. Given the importance of this concept and the need for its management, in this paper we describe the meaning and consequences of the concept and role of the knowledge management on how to manage it .

-ABBASPOUR and Barootyan (2010) carried out a research named "study of the relationship between effective communication and the organizational performance (based on Achio's model) in the Iran Gas national Company headquarter units in 1388" . The results of this study showed that there is a significant relation between the effective communication and the organizational performance in our study .

-Sykstroom and Jaber (2004) accomplished a research named "the numerical comparison of three learning potential models and forgetting" that aimed to expand theknowledge to illustrate similarities and differences among these models, the model of the forgetting- learning curve , the recently model and the power merger spread model. The results suggest that each three models averagely have the relative close predictions to each other for all values of the production exemption times based on the initial processing for the learning scenario (according to the Sonny & Fernandez, 2009).

-Chang et al (2006) performed a research named "Study of the social capital, the organizational learning, innovation, the intellectual capital and performance". This research achieved the following results by an empirical study: the Social capital did not significantly affect the organizational innovation, but the organizational learning has increased, the organizational learning significantly affects the level of the innovation and creativity, the Group dynamics significantly enhances the organizational learning and innovation and to increase the organizational innovation, the organizational performance shows that organizations insist on innovation.

-Kazy and Oliveira (2011) in an article named "Reflections of the forgetting and the organizational memory" have studied the importance of the organizational forgetting , and found that the organizational memory is an important role in the theory of the organizational learning and forgetting. Given that few studies have been done in the sports organizations, the researcher is trying to make it in the sports organizations to examine that the purposeful forgetting can be active in the organization.

-In a study that Erhan and colleagues (2015) named "are you performing the subject of the organizational forgetting "? According to the performed interviews, both of them have concluded that the organization knowledge structure is different with the intended organizational forgetting type and second, that the key features of the organization are connected based on the interviews and the type of the organizational forgetting.

-In a study that Mohan and colleagues (2015) accomplished named" description of the relationship between the organizational learning and the organizational performance" ,they concluded that there is a positive relationship between the organizational learning and the organizational performance and affects as an interface on the relationship between the individual and group levels of the organizational learning and their characteristics.

Hypotheses

-There is a relation between the social capital (structural dimension) and the random organizational forgetting of the social security staff.

-There is a relation between the social capital (cognitive dimension) and the random organizational forgetting of the social security staff.

-There is a relation between the social capital (relationship dimension) and the random organizational forgetting of the social security staff.

Research Methodology

This research is arranged based on target in the category of the developmental-functional researches. Also it was chosen in terms of how to implement and based on the objectives of the research, the measurement method to achieve the desired information. The statistical population in this study was all employees of the social security in Tehran in 2014. The sample volume was calculated 200 people by using Morgan's sample estimate volume for the statistical society of this research, with the error level 5% and the confidence level 95%. The sampling method was simple to access to the studied samples of the random sampling. A questionnaire was used to collect data .A questionnaire was designed to asses to measure the random organizational forgetting with 10 items on a Likret format,(1) strongly disagree ,(2) disagree, (3)somewhat agree, (4)agree and the Nahapiet and Ghoshal's organizational social capital questionnaire was used to measure the organizational social capital (1998), which consists of three dimensions : Structural (5 items), cognitive (3 items) and communication (7 items) as well as the items on a format of Likret range(1) completely disagree, (2)disagree, (3)Somewhat agree , (4)agree and(5) strongly agree . The questionnaire was given to some experts after slightly changing in the questions wording and the result of this study lead to correct the questionnaire. As a result, the questionnaire gains the content and face validity. Cronbach's alpha values for each variable were more than 7/0, and thus the reliability of the questionnaire was approved. To specify hypotheses of the research, the deductive tests were used (Pearson correlation coefficient and multi-variables regression) at a significance level of less than 0/01. In this regard, the software spss version 22 was used.

research findings :

-The results of the Pearson correlation coefficient between independent variables (structural social capital, cognitive social capital, social capital) and the random organizational forgetting content of Social Security employees

According to the results in Table 1, we can say that there is a relation between the structural social capital and the random organizational forgetting of the staff with reliability 0/99 and the meaningful level of less than 0/01. Moreover, the relationship is as reverse (negative) and moderate. There is also a relation between the cognitive social capital and the organizational forgetting of staff. And this relationship is reversed (negative) and is moderate. The relationship is as reverse (negative) and moderate. There is also a reverse relation (negative) and strong between the social capital and the random organizational forgetting value of the staff. Hence we can say that all three hypotheses were confirmed.

Table 1. Pearson correlation test between three independent variables and the random organizational forgetting of the social security employees

statistical test	Random organizational forgetting employee Social Security /structural social capital	Random organizational forgetting of social security employee /cognitive social	Random organizational forgetting of social security employee /relational social capital
Pearson's correlation coefficient	-0/547	-0/589	-0/614
Meaningful level	0/000	0/000	0/000
The of number respondents	200	200	200

-The results of the multi-variables regression analysis test about the factors affecting the random organizational forgetting of the social security staff

Table 2 shows the results of multi-variable regression analysis test about the factors affecting the random organizational forgetting of the social security staff

row	Predictive variables	Sig.T	T	β	R2.adj	R	F	Sig.T
1	Structural social capital	0/000	6/373	-0/547	0/292	0/292	40/618	0/000
2	Structural social capital Cognitive social capital	0/01	2/614	-0/224	0/333	-0/589	24/971	0/000
3	Structural social capital Cognitive social capital	0/37	2/116	-0/197	0/357	-0/614	18/775	0/000

Step 1: According to Table 2, the first variable predicts the amount of the random organizational forgetting of the staff that involves the regression equation. The social capital variable is structural, which specifies 29.2% of the variance in the random organizational forgetting value. The standardized regression coefficient of this variable is (B:/0547) that shows the relative portion of the independent variable to predict the dependent variable. In other words, the random organizational forgetting is specified about 5 percent per one change unit in the structural social capital variable.

Step 2: In the second stage, the cognitive social capital variable involves the regression equation, and is specified approximately 33.3% of the dependent variable variance. The model prediction power is added about 4% by involving this variable. The standardized regression coefficient of this variable is (B:0/22) which shows the relative portion of the independent variable to predict the dependent variable. In other words, the random organizational forgetting is specified about 2 percent per one change unit in the cognitive social capital variable.

Step 3: In the third stage, the relational social capital variable involves the regression equation and is specified about 7/35 percent of the independent variable variance. The model prediction power is added about 4.2% by involving this variable. The standardized regression coefficient of this variable is (B:-0/197) which shows the portion of the independent variables to predict the dependent variable changes. In other words, the random organizational forgetting is specified around 2% per one change unit in the relational social capital variable. Totally, these 3 variables specify 35/7 percent of the dependent variable.

Conclusion

In this study, the effect of the organizational social capital dimensions on the random organizational forgetting of the social security staff in Tehran was examined. The summary of the results is mentioned here.

-The results of the Pearson correlation test showed that the relationship between the structural social capital and the random organizational forgetting was reverse (negative) and moderate. This means if the organizational social capital is more than the structural one between employees, the amount of the random organizational forgetting reduces at the average ratio. This research finding is coincided with Niazi's research finding and Nasrabadi's staff (2009).

The results of the Pearson correlation test showed that the relationship between the cognitive social capital and the random organizational forgetting was reverse (negative) and moderate. This means if the organizational social capital is more than the cognitive one between employees, the amount of the random organizational forgetting reduces at the average ratio. This research finding is coincided with Chang's and colleagues research finding (2006).

- The results of the Pearson correlation test showed that the relationship between the social capital and the random organizational forgetting was reverse (negative) and too strong. This means that the random organizational forgetting value is reduced by raising the organizational social capital of the relational one between employees. This research finding is coincided with Abas Pour and Barotian's research results.

The multi-variable regression analysis is used with the method of stepwise to study the simultaneous effect of the independent variables on the dependent variable. The obtained results represented that in general, these variables specified 35/7 percent of the dependent variable changes.

-Due to the gained results, we can state in one sentence that one of the social capital effects is the reduction of the organizational random error in the organization. To specify the research findings, it can be stated: The social capital flourishes efficiency and effective in the organization by making trust, common targets and relations and sharing the knowledge among staff and promoting the organizational learning.

In such organizations, the new techniques are spreading rapidly, Ideas and useful activities understood and accepted quickly and the innovation will develop. The informal interactions which expand among employees of an organization also improve the dispersion of the knowledge; reinforce the development of the knowledge treasure which helps the production process. The knowledge facilitation result, improvement of the teamwork and the organizational commitment and the random organizational forgetting reduction will be random. Also when employees feel that the organization also supports them, the recursions level decreases by their better functions and the negative role of the organization stress in operations.

-Accordingly, the use efficiency of the physical capital also increases by increasing the human capital and gaining the knowledge and skills, and finally leads to promote the organization function and grow the productivity and reduces the random organization forgetting. It also leads to decrease the relational risk (the risk of noncooperation), in other words, it can be expected that the functional risk is also reduced.

Suggestions

Due to results, it is suggested as following:

-Managers make relations by observing the moral principles in the organizational decisions and operation that cause to trust.

-The management provides a condition in the organization that people believe which the management is responsible to them and is sensitive against the society, so that employees find a positive comprehension to the

organization and in the light of this situation, confident and trust will increase and the unconfident atmosphere is adjusted.

-The instruction process is one of the most important of the available process in the organizations to develop the social capital. Passing the general instruction specially the specific classes of the communications plays the important role to develop the social capital.

-Applying the employment approach in which not only pay attention to the individual's expert, but should pay attention to the socialization of the person, the person ability in communication with others and interest of the person to teamwork.

-Developing an atmosphere which the person self-display and self-evidence, why self-display and self-evidence cause to become better the person relation with others.

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