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Presenting the Native Model of Professionalism in Iran's Administrative System (Case Study: Shiraz University of Medical Sciences)

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Abstract

Basically, the progressing society without the presence and existence of specialized work resources with strong tendencies towards ethics and professional principles in the work environment will not be able to achieve its lofty goals and experience development and growth in various economic, political and cultural sectors. Based on this, the current research aims to provide a model of professionalism in the system Iran administration was done. The current research is a qualitative research method. Research in terms of the result of the component It is developmental-applied research that the statistical population of this research is 25 elite people identified in the University of Medical Sciences They were from Shiraz, who were interviewed who had at least 10 years of experience and had a master's degree and a doctorate and the snowball sampling continued until the opinions of these experts reached the point of theoretical saturation and direction Conducting research after designing the general questions and formulating the interview process, conducting in-depth interviews with experts became. The data collected in this research were combined using thematic analysis technique. To review the validity of the research findings was presented to the participants and the text of the theory was studied by them and their points of view were applied at the end of this research, it was studied and reviewed by the professors, and some points were made to modify or change the final theory became. Reliability of data by showing the path of researchers' decisions and also placing all the raw data of the analysis done, the codes, categories, the process of studying the primary goals and questions were given to the academic professors and the desired corrections applied. In order to analyze the data, schematic analysis and data base theory were used. In the presented model, Citizen Orientation and social accountability as causal factors, organizational conditions as background factors, requirements and necessity environmental factors as intervening factors. In addition, with strategies such as creating open doors for dialogue Knowledge and convergence of actions with professionalism can lead to consequences such as social, financial and behavioral functional results Clients and employees found hands.

Keywords: *Human resource management, professionalism, citizen orientation and social accountability, Shiraz University of Medical Sciences*

Introduction

One of the foundations of development in any university is its administrative system and management. It is obvious that a

desirable and efficient administrative system may It can be a facilitator and a platform for the realization of the goals of development

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programs. Because the administrative system of any country is a regulatory system it is responsible for all activities to achieve predetermined goals. The administrative system for society is like a wheel for a vehicle And hands and feet are for humans; Just as a vehicle cannot move without wheels, and a human cannot move without arms and legs To meet its needs and achieve its goals and desires, the society cannot without having a healthy and capable administrative system can take steps to meet their needs and achieve their goals, which is comprehensive development (Mir-mohammadi and Hasanpour, 1390). The administrative system is needed to respond to the diverse and conflicting needs of society and for the purposes of various development programs they are knowledge and expertise, and today professionalism has become a basic need in the public sector, but on the way they also face challenges (Mohammadi et al., 1401). In addition, one of the important factors of the gap between the countries the developed and developing world is the level of access to the platform of professionalism. Different definitions of professionalism refer to They have the point that professionalism includes a set of different characteristics and the sum of these characteristics is a profession. Including aspects of professionalism they expressed special knowledge, competence, honesty and consistency of behavior, responsibility and self-regulation. The concept of professionalism It can be defined on two levels: structural dimensions at the occupational level and attitudinal dimension at the individual level (structural professionalism and Attitudinal professionalism (first level to the processes and conditions created by an organization in order to professionalize people It refers to jobs such as delegation and ... the second level, but with the individual beliefs and values of a person in the field of profession It deals with alienation. At this level, professionalism is a set of individual values, behavioral orientation and system A belief indicates that based on them, a person is able to develop his professional and social

position Hence, the phenomenon of professionalism Oriented is a phenomenon that is based on two currents; Organizational processes of its creation and individual attitudes and beliefs in the field 2 occurrence of professional behaviors (Parks. et al., 2021.) Economic development and beyond that sustainable development, meaningful relationship with profession It has an orientation. In fact, having professional and ethical human resources is a necessity in today's continuous and changing world (Faramarz Qaramelki, 2015) Now, the concept of professionalism is only limited to classical professions (law, health and 3. There is no health (liver) (colleagues, 2018).

Developed countries with the aim of upgrading jobs to professions, many jobs from They have studied the perspective of professionalism so that firstly they are recognized as a profession and secondly with a path of continuous growth. Their words cause the productivity of human power; Professions such as: management, accounting, education, etc (Faramarz Qaramelki, 2015) On the other hand, professional groups overseeing specialized fields in the academic environment of education and are bred professionalism is related to the behavior, goals and attributes of a professional person. This definitions point to the point that professionalism includes sets of different characteristics and the sum of these Characteristics define professionalism. Among these conditions can be specialized professional knowledge and skills, Competence, honesty and adherence in professional behavior and consistency of behavior, responsibility, self-regulation and presenting an excellent image.(2017) describes verbalism as an agreement to define 4 of oneself (Hemti et al., 1401).

A profession is created and it leads to the creation of professional organizations. Professionalism, today, causes the shape Organizations, unions and official associations have become professional and specialized, and professions, according to the degree of formality and Establishing professional organizations in an official form

accepts and dictates special social obligations and responsibilities to its members they do. Finally, as a general definition in the field of professionalism, it can be said that professionalism is an ability which is formed in people through knowledge and ethics and brings them to the highest level of thinking, speech and behavior (Stone- 1 Johnson, 2017.) Zao (2018) states that for professionalism there are four characteristics of having a high degree of knowledge 2 general about the profession; Prioritizing society's interests over individual interests, observing ethical matters by the individual in that profession Adherence to it is emphasized, and the existence of a reward system (financial and non-financial) is necessary in accordance with the effort and efficiency of the individual. In the ideology of professionalism, it is believed that the work of professionals is particularly important for the welfare of individuals and the welfare of the wider society. It has such a special value that money alone cannot be used as its exclusive measure. The studies conducted on Iran's administrative system showed that the productivity of manpower in especially government organizations despite the use of developed technologies, the country has had a declining trend, which indicates weakness in the processes Human resource management is especially in the field of developing knowledge and technical capabilities. Therefore, professionalism in the sector Government and specifically a department such as human resources management as a unit influencing the behaviors and actions of human resources as one of the needs and requirements to achieve the minimum development must be strengthened (Mohammadi et al., 1400). Raised, the issue of professionalism in government organizations has not been well covered and the main reason for it can be seen in the unprofessional nature of these organizations, at first glance. In other words, the principles governing professionalism in Professional organizations can be used accordingly, professionalism in many government organizations they are mostly

engaged in the field of providing government services, and this causes these organizations to be non-competitive, as well as doing business it is normal and non-professional, it has not been discussed. But in recent years and by presenting new concepts in the field of profession Emigration, this issue has also gained meaning in government organizations. In fact, professionalism is a new approach that it has been noticed in many governmental and non-governmental organizations (Nakhshbandi et al., 2019). The community studied in this research is Shiraz University of Medical Sciences. Shiraz University of Medical Sciences in the Middle East The title of a prestigious scientific center is mentioned and from different countries, especially Asian countries and the Middle East region Students applying to study at the university and health tourism as one of the important centers of the case is attention Therefore, Shiraz University of Medical Sciences has played an ancient and international role in the field of health and as an organization Professions are prominent and its structure follows the bureaucracy of professions, it is necessary to this important in the University of Sciences Shiraz medicine should be considered more than any other time The problem of professionalism in various fields such as Clinical, health care, etc. should be taken into consideration to guarantee human health. With this approach, the present research with the aim is to provide a model for professionalism in Shiraz University of Medical Sciences and fill the theoretical and practical gap in this field it was done in the country.

Theoretical Background

Professionalism in any type of activity means an ability to solve standard professional tasks. Besides this, the surface Professionalism is determined by three groups of factors. The first group is the presence of certain individual conditions and their correction in the process Life activities. The second group is the expert involvement in the socio-cultural environment. The third

group of the operational show, 2019.) The expression of professionalism is the creation of socio-cultural norms in the process of professional activities (Valeo and Payal) Human resource management as an ability to create additional value for the organization and focus on the growth and development and change of the organization 2 have defined in order to achieve sustainable competitive advantages. Based on the model presented by Ocampo et al. (2015) Human resource management professionalism is divided into five groups: Strategic partnerships, business knowledge, credibility personal, human resources related services and sets of processes, methods and techniques of human resources. Generally, Professional skills in human resource management to perform specific activities, professional training, performance evaluation, etc, 2018.) Professionalism of human resources management benefits those who, by granting status, lead to identity (Alice) and perhaps more competitive salaries are being worked in HR management roles. There are also evidences that show they say that the professionalism of human resource management will benefit employers. Studies on high performance work procedures and strategic resource management are clearly a benefit for organizations they show that they implement human resource management in a more effective and professional way (Parks-Lidak et al., 2018.) To understand the areas of human resource professionalism, the characteristics of professional employees should be analyzed. The most important of them are as follows: cognitive abilities, leadership, supervision and creation of key information (Bakhtiari et al., 2019, it is necessary to pay attention to national and public culture (Dargahi et al., 2018). skillful work based on knowledge, skills, Team work and professional expertise (professional commitment), desire to provide service to people and comply with ethical principles (commitment to the master) 4 Ref 5 et al., 2018, (commitment to the organization's goals in the job along with commitment to the

profession (commitment to the organization)) (Arbai and amstra), 2016, (maintaining professional independence and having an independent and separate professional character (emphasis on professional independence), respect for value 6 individual letters (Torres and Wiener). , 2018.) Everyday behavior of professionals, objective embodiment of expertise, ethics, commitment in reality, profession it is their conversion. Here, not only technical competence is emphasized, but also moral competence, selflessness and altruism. 7 and therefore, there is a clear link between the observed behavior and individual values (Newey). Et al., 2017.

With the understanding of strengthening the position of human resource professionalism around the world, this issue has been addressed in numerous researches Is. including, in the field of internal research; Hemti et al. (1401) conducted a study with the title of character identification and explanation Professionalism of management accountants based on ethical judgment. Based on the findings of the esearch characteristics Professionalism of management accountants includes 7 components (professional independence, professional dependence, social commitment, professional commitment, self-monitoring, specialized professional knowledge and skills, honesty and adherence to professional behavior (along with 41 indicators and dimensions) Ethical judgment including 3 components relativism, contractualism, moral justice) along with 16 indicators was approved by experts. Based on the findings of fuzzy Delphi implemented in two rounds, it can be stated that all components and indicators in Iran has been approved based on the identified features. Fazal Ali (1401) a research entitled the effect of the environment Education and gender on professionalism and commitment of Iranian teachers of English as a foreign language. Results to The results showed that professionalism and commitment and their components had a high level. Analysis of the interviews showed that vocational teachers

were committed to teaching and were sensitive to the needs of learners. Also, the results showed that profession Selfishness and commitment among female teachers were more than male teachers, as well as the level of professionalism and commitment of teachers of the institution the language skills were more than the second secondary level teachers. Mohammadi et al. (1400) conducted a study under the title of status the professionalism of the administrative system of Iran was done in order to facilitate the implementation of the general policies of the administrative system. In the present study In order to analyze the data, the fuzzy method was used and thus, the necessary information was obtained from the experts in the form of natural language was analyzed. The difference between the optimal level of occupations of Iran's administrative system in the current situation (7/60) and the desired one (7/21).

It has meaning. The research results show that all four dimensions include social responsibility, normative homogeneity, and ethics Professionalism and citizen orientation form the main structures of professionalism in the administrative system of the country and include three cultural characteristics.

Low level of foresight, lack of trust towards regulations and general culture of irrationality as an obstacle to the professional dimension. Iran's administrative system has been identified and there is a significant difference between the current situation and the desired situation after the occupation of Iran's administrative system It can be seen. Vesili et al. (1400) conducted a study titled Synthesis of sessional Studies in Education. Medical students did. The results show that as during internship, certain professional beliefs and behaviors If it is not institutionalized in today's students, it can cause a decrease in the sensitivity of the student's professionalism and, as a result, decision making make it difficult for future doctors to find careers; Therefore, the role of formal education of professionalism considering the role of the program A hidden lesson in this regard is important. Vedadi et

al. (1400) conducted a study titled "Professional Model Design". Did in Iranian universities. The findings of the analysis indicate that human capital and development sustainable progress as a causal category; and independence, legal regulation and the ecosystem of professionalism as conditions for intervention Ger; and paying attention to the outside, creating discourse and convergence of actions with professionalism as a strategy; and the evolution of higher education, Higher education strategies, the importance of university and the attitude towards professionalism as field conditions; In the known paradigm model be. Hashamabadi et al. (2016) conducted a study titled the study of the professionalism of university faculty members. Tehran in the second half of the academic year 2014-2015. The results show that the professional status of the members the faculty of Tehran University is desirable, but the status of the self-organizing components of the group of colleagues, accepting the authority of the association.

Professionalism and adherence to pedagogic knowledge has been relatively favorable. Esmaili et al. (2013) conducted a study with the title of Facilitation Transfer of learning from the path of professionalism: supported by colleagues and manager. Analysis of research data and findings Path analysis in the form of input model test and research hypotheses shows that: colleague support as one of Environmental factors of schools has a positive effect on the transfer of learning directly and indirectly through the professionalism of teachers. But the effect of this variable on teachers' self-efficacy is not significant. Also, the indirect effect of the manager's support through professionalism.

It is positive on the transfer of teachers' learning, but the direct effect of manager's support and self-efficacy on the transfer of teachers' learning is significant. Is not. In the field of foreign studies, Dongzi et al. (2022) conducted a study titled Analysis of factors affecting professional growth orientation of medical students based on the structural equation model. Direct effective factors on

students' professionalism Medical teachers' professionalism plays an indirect positive role through mediating factors of satisfaction with the curriculum and clinical performance. Plays. Evaluation of the social environment has an indirect negative role through mediating factors of communication with peers and satisfaction with the curriculum plays. Academic burden through mediating factors of self-efficacy and communication with peers, indirect negative role has 1 Bertram and Maxenji (2022) research with the title of performance, management professionalism and the purpose of professional development: a study they did a South African case. The findings show that the two main goals of activities in cluster meetings are improvement the researchers reasoned that the discourse of performance and managerial professionalism limits the purpose of education, on the nature of professional development opportunities created by the government influences and also informs the ways that the government and professors see their work. This It contrasts with the initial vision of the democratic state and provides an insight into how neoliberal discourses on education in a post-colonial country has made an impact. Higgins and Lowe 2 (2018) in a research to identify factors affecting Professionalism of human resource management in Hong Kong. This article has four main sources of human resources professionalism³ includes strategy, communication, administration and discipline (Challen et al., 2020).

They carried out a qualitative study on the factors affecting the development of human resources professionalism. Based on results, features Personality, theoretical training, and practical training have significant effects on the development of professionalism in the field of health are 4. Ori Avhara (2014) conducted studies in the field of professionalism and human resource management. Learning outcomes and monitoring of curriculum coverage and evaluation methods for medical students. M. Based on review researcher, four factors - being recognized by the government -

feedback from performance outputs - to officialdom being known through a similar organization - opportunities to train partner organizations as influencing factors the professionalism of the human resources unit was identified. Also, self-regulation - pursuit of excellence - allocation of resources for jobs - Responsiveness to duties and social responsibility were determined as dimensions of professionalism; Job performance and sense of accomplishment Sahih al-Wasaaf was presented as the consequences of human resource professionalism.

Research Method

This research aimed to design a model of professionalism. The current research is a research methodology it is qualitative. In terms of results, the research is part of developmental-applied research, and the statistical population of this research is all experts Shiraz University of Medical Sciences, with at least 10 years of experience in medical centers, there are 25 people who the snowball method was chosen. In order to carry out the research after designing the general questions and compiling the interview process, the interviews It was done in depth with experts and experts. The interviews are open for 60 to 100 minutes and with each of the experts took a long time. After the completion of each interview, the interviews are fully implemented on paper and acted upon Initial coding was done to extract the initial concepts. In this study, 12 face-to-face semi-structured interviews were conducted with experts it was observed that after the 10th interview, the repetition of the received information was observed, but for more assurance, it continued until the 12th interview. Koval (1996) has stated that according to the available time and resources, the number of samples to conduct the interview (15 ± 10) there will be enough people.

By using the available documents related to the subject of the research, it is found that the data set Collected in this research is combined using thematic analysis technique.

To check the validity of the findings the research was presented to the participants and the text of the theory was studied by them and their points of view were applied. At the end of this the research was studied and reviewed by the professors, and things were stated to modify or change the final theory. Reliability data by showing the path of researchers' decisions and also placing all analyzed raw data, codes, the categories, the process of studying the primary goals and questions were given to university professors and the desired reforms were applied.

Test-retest reliability usually, a few interviews are selected as a sample from among the conducted interviews. Each of the interviews it was coded twice in a short period of time and then the specified codes were compared with each other. This method is used to evaluate the stability of the

researcher's coding. In each of the interviews, the codes at the same time interval are each other, as agreement and dissimilar codes as non-agreement. In line with data analysis Schematic analysis and foundation data theory were used. The data obtained from the interview during three stages of open-axis coding the analysis was done. Using open coding, the categories of the model were identified, and then in the axial coding stage, it was linked the articles were determined in the paradigm format. The qualitative part was done based on code extraction. The results of the interview using the method the database has been analyzed using Maxquida software.

Research Findings

The descriptive information of the interviewees is as described in Table (1).

Table 1.

Descriptive studies of interviewees

| history | degree of education | gender | Organization | interviewee |
|---------|---------------------|--------|------------------|-------------------------|
| 11 | P.H.D | Female | Medical sciences | first one |
| 15 | P.H.D | Female | Medical sciences | second person |
| 12 | P.H.D | Female | Medical sciences | Third person |
| 23 | P.H.D | Man | Medical sciences | fourth person |
| 15 | Master's degree | Man | Medical sciences | fifth person |
| 17 | Master's degree | Man | Medical sciences | The sixth person |
| 7 | Master's degree | Man | Medical sciences | seventh person |
| 16 | Master's degree | Man | Medical sciences | eighth person |
| 25 | Master's degree | Man | Medical sciences | ninth person |
| 23 | Master's degree | Man | Medical sciences | tenth person |
| 17 | Master's degree | Man | Medical sciences | 11th person |
| 11 | Master's degree | Man | Medical sciences | 12th person |
| 15 | Master's degree | Man | Medical sciences | 13th person |
| 18 | Master's degree | Man | Medical sciences | fourteenth person |
| 18 | Master's degree | Female | Medical sciences | 16th person |
| 21 | P.H.D | Female | Medical sciences | 17th person |
| 28 | P.H.D | Female | Medical sciences | 18th person |
| 16 | P.H.D | Female | Medical sciences | 19th person |
| 13 | P.H.D | Female | Medical sciences | 20th person |
| 19 | P.H.D | Man | Medical sciences | one hundred and one |
| 12 | P.H.D | Man | Medical sciences | 22nd person |
| 11 | P.H.D | Man | Medical sciences | The twenty-third person |
| 10 | P.H.D | Man | Medical sciences | Twenty-fourth |
| 21 | P.H.D | Man | Medical sciences | Twenty-fifth person |
| 14 | P.H.D | Man | Medical sciences | 16th person |

Source: research findings

The results of the demographic information in Table (1) show that the respondents had an

experience of 10 years or more and more. They have a high school diploma.

Open Coding

In this method, after collecting the data and organizing it in written form, parts of written texts such as phrases the sentence should be selected and numbered as coded information. The researcher in the stage of open coding

and with coding Based on the paragraph, he extracted a number of 90 primary concepts and after editing 75 primary concepts as concepts the final was extracted. These primary codes are shown in Table 2.

Table 2.

Concepts produced in the first stage of open coding

| | | |
|---|---|--|
| Avoid routine | Technical skills | Understanding people |
| Self-regulatory | social skill | Ability to work and motivate them |
| Ability to make decisions | Specialized skill | Experience |
| Managers trust | responsibility | Individual commitment |
| Professional immunity | Updating knowledge | Professional knowledge |
| Society pressure | Impartial decision making | Legal protection |
| Environmental and social laws | Altruism | Discretion and freedom of action in doing work |
| Diverse needs | compassion | Honor and honesty |
| Workforce diversity | globalization | Respect for others |
| Continuous improvement in the products and services provided | Continuous support for citizens | cultural diversity |
| Commitment of employees to society | Responding to market needs | Lack of skills |
| Employee satisfaction with working conditions | Adequate infrastructure | Responsiveness by understanding the needs of citizens |
| social justice | Respect for the rights of citizens | social responsibility |
| The skills of employees in performing different tasks | Manager's social and moral responsibility | Respect for cultural diversity |
| The ability of the technology used to meet the needs of users | Ability to communicate long term | Commitment to employees and respect for their opinions |
| restructuring | Decentralization | Supported methods |
| Job security | Empowerment | Match of person and organization |
| Self-managing teams | Miniaturization | The capacity of the equipment used |
| Collecting, storing and analyzing company information. | Regarding the current situation of the organization | outsourcing |
| Technical competence | | Storage formality |
| Community confidence | Storage and analysis related to the forces of the competitive environment | Information storage and analysis |
| Participation of stakeholders | Growth rate forecast | Collecting information on the main trends of the macro environment |
| confidence | Better social aspect | Analysis of information related to citizens and clients |
| Loyalty | Satisfaction | positive attitude |
| Analyzing information related to customers, clients and consumers | Value Added | thrift |

Source: research findings

In the first stage, an effort was made to extract the key points emphasized by the interviewees, and finally, after removing similar items, the researcher reached 36 open codes in table one. At this stage, the major categories were classified according to

dimensions. At this stage, the produced categories are listed logically and analytically. In the first stage, the obtained codes were designed in the form of 7 abstract concepts. The results of this coding and how to analyze and combine primary concepts in

the form of secondary concepts are shown in Table (3).

Table 3.
Concepts and Subcategories

| concepts | Subcategories | concepts | Subcategories |
|---|------------------------------------|---|--------------------------|
| Understanding people | | Respect for cultural diversity | |
| ability to work | | Respect for the rights of citizens | |
| Motivate them | Professional skill | social justice | |
| Technical skills | | Manager's social and moral responsibility | |
| social skill | | Commitment to employees and respect for their opinions | Management |
| Specialized skill | | Ability to communicate long term | |
| responsibility | | The skills of employees in performing different tasks | |
| Experience | | Commitment of employees to society and citizens | Staff |
| obligation | Professional knowledge | Employee satisfaction with working conditions | |
| Professional knowledge | | The ability of the technology used to meet the needs of users | |
| Updating knowledge | | IT-supported methods for analyzing the competitive environment, recording environmental information and turning it into knowledge | |
| Avoid routine | | The ability of the equipment used to support the changing needs of society | Technology |
| Self-regulatory | | Decentralization | |
| Ability to make decisions | | Miniaturization | |
| Managers trust | Professional independence | restructuring | Organizational Structure |
| Professional immunity | | Self-managing teams | |
| Legal protection | | outsourcing | |
| Discretion and freedom of action in doing work | | formality | |
| Impartial decision making | | Storage and analysis of information related to citizens and clients | |
| Altruism | | Storage and analysis of information related to the current situation and environmental forecast | |
| responsibility | Professional commitment | Collecting information on the main trends of the macro environment | Data analysis |
| Honor and honesty | | Storage and analysis related to the organization's forces | |
| compassion | | Forecasting the organization's growth | |
| Respect for others | | | |
| Quick change | | | |
| globalization | | | |
| Environmental and social laws | Environment | | |
| Society pressure | | | |
| Diverse needs | | | |
| Workforce diversity | | | |
| cultural diversity | work force | | |
| Lack of skills | | | |
| Continuous support from the Lord Rojuan | | | |
| Responsiveness by understanding the needs of the Lord of Rojuan | Development of stakeholder culture | | |
| Responding to the needs of society | | | |
| Continuous improvement in the products and services provided | | | |
| Adequate infrastructure | | | |
| social responsibility | Social accountability | | |

| concepts | Subcategories | concepts | Subcategories |
|---|--------------------|--|---|
| rate and analyzing information related to customers, clients and consumers. Collecting, storing and analyzing information from other organizations | | The relationship between education and the university Facilitation of the university for students in order to create professional knowledge | |
| Match of person and organization Empowerment Job security Technical competence | work force | Management justification Updating course topics based on professionalism Compilation of courses based on job clusters Attention to equipment and workshop Monitoring of graduates Transparency of roles Diversifying professors and using experienced visiting professors Quality increase of acceptance criteria | Convergence of actions with professionalism |
| Community confidence Participation of stakeholders Better social aspect | social | Economic savings | Financial performance |
| Customer satisfaction Positive attitude of clients Customer loyalty Confidence of clients | clients | | |
| Communication between managers and employees Strengthening the relationship between the university and the staff University with open doors | Create cargo doors | | |
| Attention to professionalism as a paradigm Perceptual unity towards professionalism | Discourse creation | | |

Source: research findings

The concepts that were extracted in the initial coding stage included 7 concepts that play a role in designing the model of professionalism in Iran's administrative system. In the following, we will examine and extract the categories. Causal factors affecting professionalism in Iran's administrative system are shown in Table (4).

Table 4.

Causal factors affecting professionalism in Iran's administrative system

| concepts | Subcategories |
|--|-----------------------|
| Continuous customer support Responsiveness by understanding the needs of clients Responding to the needs of society Continuous improvement in the products and services provided Adequate infrastructure | Customer satisfaction |
| Social accountability Respect for cultural diversity Respect for the rights of citizens social justice | Social accountability |

Source: research findings

Table 5.

Background factors affecting professionalism in Iran's administrative system

| | |
|--------------------------|---------------------------|
| Organizational Structure | |
| Staff | |
| Management | Organizational conditions |
| Information Technology | |

Source: research findings

Table 6.

Intervening factors affecting professionalism in Iran's administrative system

| | |
|---------------------|--------------------------------|
| Workforce diversity | |
| law enforcement | |
| Lack of skills | |
| Quick change | Environmental requirements and |
| globalization | necessities |
| Environmental laws | |
| Society pressure | |
| Diverse needs | |

Source: research findings

Table 7.

Effective strategies on professionalism in Iran's administrative system

| | |
|---|-----------------------------|
| Communication between managers and employees | |
| Strengthening the relationship between the university and the staff | Create open doors |
| University with open doors | |
| Attention to professionalism as a paradigm | |
| Perceptual unity towards professionalism | |
| The relationship between education and the university | Discourse creation |
| Facilitation of the university for students in order to create professional knowledge | |
| Management justification | |
| Updating course topics based on professionalism | Convergence of actions with |
| Compilation of courses based on job clusters | professionalism |
| Attention to equipment and workshop | |

Source: research findings

Table 8.

Consequences of professionalism in Iran's administrative system

| | |
|---|-------------|
| Value Added | Social and |
| thrift | financial |
| Better social aspect | performance |
| Validity | results |
| Empowerment | |
| Job security | |
| Technical competence | |
| Match of person and organization | |
| Customer satisfaction | Behavioral |
| Confidence and community | outcomes of |
| Loyalty | clients and |
| Society | employees |
| Participation of stakeholders | |
| Better social aspect | |
| Financial performance of the organization | |

Source: Research findings

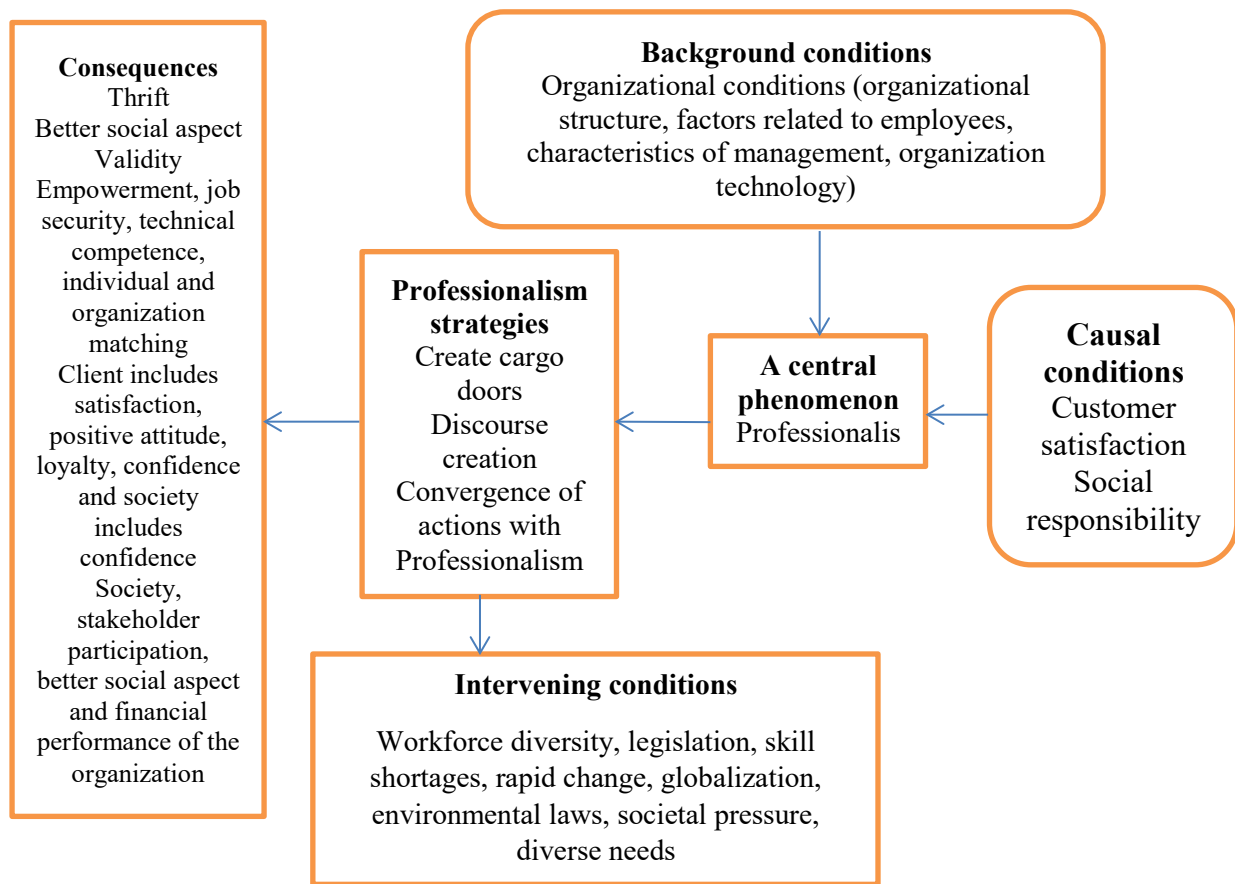


Figure 1. *Professionalism model in Iran's administrative system*

Discussion and Conclusion

This is a fact that increases professionalism, expertise and continuity in the organization. The professional staff at the top of the organization is a safe network for the stability of the organization. Usually, when the organization is experiencing turmoil or rapid change, the professional staff helps to maintain an organizational balance. Without a professional staff, organizations will suffer from crises caused by incompetence. With the understanding of this importance and the importance of those centers and administrative organizations of the country, this research was conducted with the aim of providing a professional model of human resources management in the country. According to the results of the research, the presentation of the database theory of human resource management professionalism will be as follows: Theoretical theorems express generalized relationships between a class and

its concepts with specific classes. Cases involve conceptual relationships, while hypotheses require measurable relationships. Because the data theory approach produces the basis of conceptual relationships and not measurable ones, therefore, it is preferable to use the term "issues". In the issues section, the relationship between the main classes is examined. In order to convert qualitative research into quantitative research, researchers convert research issues (which are the structure, their constituent elements) into hypotheses (which are the variables, their constituent elements) in order to provide the basis for their testing quantitatively. In the hypothesis section, the relationship between the subclasses should be examined. In this research, for the selective coding process, eleven theoretical issues are presented based on the paradigm model. The first case: paying attention to the conditions of the society, the active role in the creation

and development of the culture of Arrab Rojoan, obtaining assurance of the alignment of the organization's infrastructure with the needs of citizens and society and social responsibility as causal variables on the analysis and understanding of the market and society, the needs of citizens and clients Affect. Analysis of market segments provides information about the drivers of value for customers, clients and society. Causal conditions are events that create situations, topics and issues related to the phenomenon and to some extent describe why and how people and groups engage in this phenomenon. In fact, causal conditions mean the events that affect this phenomenon and lead to its occurrence. Value drivers that are important to citizens should be used as input to create propositions in strategies, i.e. professionalism. Market orientation includes citizen orientation, ensuring that the infrastructure of the organization is aligned with the needs of citizens and society, and social responsibility through the analysis and understanding of society and the needs of citizens, and professionalism affects the results of the implementation of professionalism. In fact, causal conditions are categories related to conditions that affect the central category. The second thesis: analysis and understanding of the market including the collection, storage and analysis of information related to the current situation and forecasting of the environment, the collection of information on the main trends of the macro environment, storage and analysis related to the forces of the competitive environment, forecasting the growth rate and potential profit of each market and analyzing the information. To clients, citizens, and consumers, the collection, storage, and analysis of company information are essential conditions for the professionalism of human resource management in Shiraz University of Medical Sciences.

The third theorem: Intervening conditions include the diversity of the workforce, legislation, lack of skills, rapid change, globalization, environmental laws,

community pressure, and diverse needs. Based on this, intervening conditions are broad and general conditions such as the diversity of the workforce, legislation, etc., which act as facilitators or limiters of strategies. These conditions facilitate and accelerate the implementation of strategies, and as an obstacle, delay they say therefore, it seems that the diversity of the workforce can act as a facilitator and other cases in this research are in the form of limiting changes.

The fourth theorem: Organizational conditions include organizational structure, factors related to employees, characteristics of management, organization technology that affect professionalism. These factors, which were compiled in the form of background conditions, are the conditions under which strategies and actions are used to manage the phenomenon. The fifth theorem: The strategies for implementing professionalism in government offices of the country are the use of professional knowledge, professional skill, professional ethics, professional independence and professional commitment. So that the employees of government organizations try to improve their professional skills in addition to acquiring knowledge. In addition, in order to establish professionalism, having professional ethics, professional independence and professional commitment are some of the guidelines that can guide the organization in achieving a competitive advantage through certain actions or interactions that result from the central phenomenon. In fact, strategies and actions are plans and actions that help to design the model.

The sixth theorem: Human resources professionalism strategies, along with other conditions identified in this research, such as intervention and background conditions, it can be expected that professionalism has an effect on the behavioral performance of employees and causes job satisfaction, empowerment, technical competence and individual compatibility. And it is organized. Therefore, in order to strengthen professionalism, various strategies such as open doors, creating discourse and

converging actions with professionalism can be useful. Open doors in order to communicate between managers and employees, strengthening the relationship between the university and employees and the university with open doors and creating discourse in order to pay attention to professionalism as a paradigm, perceptual unity regarding professionalism, the connection between education and the university and the facilitation of the university for students. In order to create professional recognition and finally by converging the actions with professionalism through management justification, updating course headings based on professionalism, formulating courses based on occupational clusters and paying attention to equipment and workshops can be useful. In summarizing the material, it can be stated that the results obtained by various studies such as Hemti et al. colleagues (2013), Dongzi et al. (2022), Bertram and Maxenji (2022), Higgins and Lu (2018) and Uri Avhara (2014). Hemti et al. (1401) showed that the characteristics of management accountants' professionalism include 7 components (professional independence, professional dependence, social commitment, professional commitment, self-monitoring, specialized professional knowledge and skills, honesty and adherence to professional behavior. Meanwhile, the results of the studies Fazal Ali (1401) showed that professionalism and commitment and their components are related to each other. Also, Mohammadi et al. (1400) showed that social responsibility, normative uniformity, professional ethics and citizen orientation constitute the main structures of professionalism in the administrative system of the country and three Cultural characteristics including low level of foresight, lack of trust in regulations and irrational public culture were identified as obstacles to the professional dimension of Iran's administrative system. With regard to the results obtained from the paradigmatic model of professionalism in the country's government offices, things such as holding

transverse courses of in-service training for employees based on current needs, scholarships for employees to participate in long-term training at different levels of education, providing service and welfare packages for Employees, using the method of planning and job rotation, using the learning management system, identifying and developing basic skills can lead the employees of government organizations in the direction of professionalism.

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