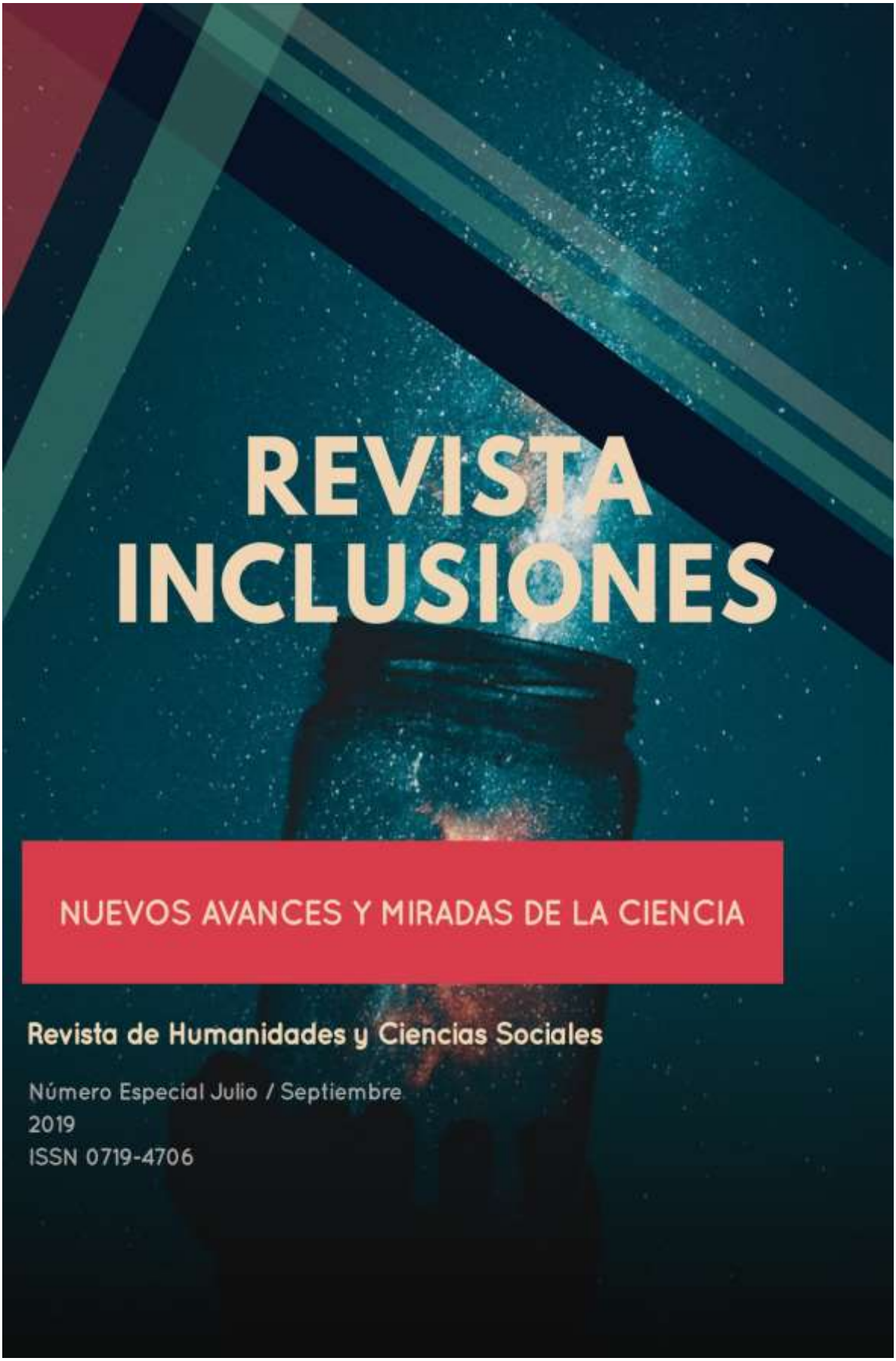

REVISTA INCLUSIONES

NUEVOS AVANCES Y MIRADAS DE LA CIENCIA

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EXPLAINING PUBLIC TRUST AS A CONSEQUENCE OF NEW GOVERNMENT ADMINISTRATION IN IMPLEMENTING HEALTH AND MEDICAL EDUCATION POLICIES

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Abstract

The purpose of this study was to explain public trust as a consequence of new government administration (participation, accountability and citizen satisfaction) in implementing policies of the health and medical education system and providing an effective model in line with the general policies of the Islamic Republic of Iran. The present study was an applied, descriptive, survey-correlation type, specifically based on structural equation modeling. The statistical population of research consisted of two groups: the first group included those who referred to the Ministry of Health. Availability sampling method was used for this group due to large size and limitations such as the specific research topic and the unwillingness of many of the respondents to complete the new government management and public trust questionnaires. The second group was selected using stratified sampling method based on the development indicators of the five provinces of the 31 provinces, the heads, deputies and directors of medical universities (N=223), medical treatment (N=245 people), government hospitals (N=192 people) and networks and health centers (N=162 people). The sample was 262 people using the Cochran formula which was increased to 400 according to the completion rate of the questionnaires. Data were gathered by library and field method and using a questionnaire whose content and structural validity as well as their internal consistency were verified using structural equation modeling at 95% confidence level. The results showed that there was a significant relationship between participatory public administration with citizens' satisfaction with the mediating role of accountability in the health and medical education system. Also, participatory management, accountability, and citizens' satisfaction were significantly associated with general trust in health and medical education systems. In addition, public trust as a consequence of the new government management has a significant relationship with the implementation of the health and medical education policy.

Keywords

Participation – Accountability – Citizen Satisfaction, public Trust – Health System Policies

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Introduction

The general policy is the implementation of a prevailing doctrine. The prevailing doctrine is necessarily an ideology, that is to say, a comprehensive collection of political beliefs about the fate of the people. Also, the general public policy is nothing but crystallization of needs and problems of society, which is being formulated, organized and evaluated in a three-step process, but what is revealed and understood directly by people are the results of organizing policies[1]. Once a policy has been adopted and passed, policy making is not over.

In Iran, the implementation of public programs, plans and policies has not been successful and satisfactory, so that, in practice, what has been implemented is fundamentally different from what was developed[2]. Many of the interactions and actions of everyday life in human societies whether on interpersonal communication or social relationships between groups are based on trust. There is no doubt that the improvement of public trust in each community plays a pivotal role in supporting the development and implementation of public policies. Lack of trust influences political life, impacts the discourse of politics and may change the fundamental reasons for participation in politics or avoid participation. Trust plays the role of informal relationships, but lack of it leads to a degree of dependence on formal rules and formalities. It seems that in most societies, people's trust in the government has decreased due to a set of factors such as alienation, lack of social capital, the existence of critical media, and in particular the lack of accountability of government agencies[3]. Accordingly, when it comes to public trust, it means that the general public expects officials and employees of government agencies to respond to their expectations by engaging in public action. In other words, public trust means public expectation of receiving a positive response to their demands from the public affairs administrators[4]. Unfortunately, surveys showed that public trust in is declining in many parts of the world, and this distrust includes government, government agencies, government services, and local authorities.

From the perspective of public administration, the main source of trust or lack of it among citizens for the government is related to government performance. The government performance at macro level (GDP, inflation, employment, etc.) and at the micro level (public services, etc.) are judged by citizens. Undoubtedly, for the general public trust, the link between the citizens and the government is essential, and the key factor that can establish this link is the formation of participatory government administration[5]. Participation is an essential element of pure democracy, and with the formation of participatory administration, public accountability is automatically institutionalized against citizens, because state-owned participatory government has no choice but to respond and when the accountability is institutionalized in the internal systems of public administration, citizens will be satisfied with the public sector. In this regard, one of the important priorities in the general policies of the Islamic Republic of Iran is health issues, including improving

[1] Hassan Danaifard; Isfahani Moshabaki Asghar and Emadeddin Saqafi, Implementing Public Policy: Investigating the Role of Rationality in Policy Development (Tehran: Humanities Journal, 2010).
[2] Hassan Danaifard; Isfahani Moshabaki Asghar and Emadeddin Saqafi, Implementing…
[3] Mhammad Khanbashi; Shams Sadat Zahedi and Seyyed Mehdi Alwani, "Accountability: A place to strengthen public trust", Quarterly Journal of Security and Police, Vol: 4 num 2 2, (2011): 54-29.
[4] Seyyed Mehdi Alwani and Hassan Danaee Fard, "Public administration and public trust", Special Issue of Governmental Administration, Year 4 num 55 (2001).
[5] Hassan Danaifard; Isfahani Moshabaki Asghar and Emadeddin Saqafi, Implementing…

quality of life, health, food security and the realization of social justice in the field of health. In order to implement these policies, the plan of health systemand medical education of the country was formulated as one of the documents of high political level of the country in 1390. This document should provide a desirable future for the health and medical education system of the country, and map the country's health activities and pathways to the prospect. However, what can be considered is the linking of these writings with what is actually happening. In fact, the main concern is how far the organization can function effectively in implementing policies, and fulfill the purpose in terms of its mission and vision. On the other hand, quick and easy access to information and consequently increased awareness, literacy and public culture have increased the community's expectations from the healthcare sector, and failure to respond to these expectations results in dissatisfaction and possibly a reduction in public confidence leading to devastating consequences.

Despite the importance of this issue, so far, few studies have focused on the relationship between modern government administration, public trust, policy implementation and performance in organizations, and there is still a clear understanding of the role of factors such as public trust in policy implementation and realizing the goals of organizations, especially social affairs such as health. In addition, local studies in the field of health, despite a significant expansion in recent years, have more to do with education, and there have been a few studies in healthcare departments.

Participatory manegment and Public Trust

Increasing the public participation of citizens is one of the important indicators in the development of democratic societies in public policy and community affairs at the local, regional and national levels[6]. Perhaps, the most important aspects of public participation are people's willingness to criticize and question the decisions and actions of the government and government officials. Obviously, people tend to be more inclined toward such partnerships to understand that the government and government officials are accountable and responsive to their actions as well as the demands of the people. Therefore, public accountability can be expected to increase public participation. Governments, based on the consent of those under the rule, should seek ways to utilize the general agreement and "refine and enrich the public view". An important variable that can establish a link between citizens and the state is government-owned participatory administration. The characteristics of participatory administration include state and citizen access to balanced information, government's open agenda in engaging with citizens, time it takes to address controversial issues extensively, be free from resorting to force or persuading others, a framework based on rules for discussion, partnership with a complete sample of citizens, the area of free balance between government and citizens, and the recognition of differences between the parties[7].

[6] Abbas Monorian; Abbas Nargesian; Mehdi Fatahi and Spring Waseq, “Investigating the Relationship between Public Accountability, Public Participation and Public Confidence in Government Organizations in Tehran's 22 Areas”, Moderator of Humanities and Management Researches in Iran, Vol: Issue 3 (2010): 274-252.

[7] Hassan Danaee Fard, “Integration of people and government in the 20-year vision document of the country: An explanation of the role of advisory government in Iran. Perfection of Management”, Special Issue of Public Administration and Perspective of the Islamic Republic of Iran, num 8-9 (2005): 117-97.

Accountability and Public Trust

Accountability is making specific people responsible to ensure that duties are timely done and in accordance with agreed methods and criteria. In general, accountability is both vertical and horizontal. Vertical accountability is responding to a person or unit of superiors within an organization and governmental organizations and vertical accountability is the responsiveness of a public and governmental system to the public (whether individuals or NGOs) and representatives of the people and independent judiciary. Accountability has triple goals; first, it is a tool for monitoring power and preventing abuse of public authority; secondly, it guarantees the proper use of national interests, adherence to law and safeguarding of public service values, and third, effective means of promoting and improving Administration and Public Service Management.

Citizens satisfaction and public trust

Satisfaction refers to creating a state of happiness, satisfaction, and desirability that results from meeting the needs and demands of the clients by the service provider. In fact, the satisfaction is obtained from customers' perceptions about the performance of the organization and the received services or the perception of customers about their expectations. According to Cutler, the level of satisfaction is a function of the difference between perception of performance and individual expectations. The concept of customer satisfaction from services can be planned at three levels: "macro", "middle" and "micro", and it is influenced by factors that may be subjective or objective.

Citizens' satisfaction with government management consists of five dimensions of sensitivity to the provision of services to citizens, the reliability of public affairs administrators, access to facilities and services, communications and costs. Measuring these cases shows the quality of services in the five domains. Finally, the satisfaction of citizens and clients increases the trust and loyalty of the public, national consensus, public participation and national authority, which are considered as the main indicators of measuring the efficiency and development of the administrative and political system in the current world.

Public trust

Anselmi[8] divides trust into three strategic, specific, and ethical categories. Strategic trust refers to what one knows about the other (secrets). Specific trust refers to the beliefs of individuals with their peers in a specific forum, such as the trust of individuals in each others family or work groups. Ethical trust refers to a person's faith in people who do not have enough knowledge of them.

Implementing general policy

The public policy refers to what a government chooses to do or not to do[9]. In summing up, general policies are the principles laid down by the authorities in a country

[8] Luca Anselmi, Accountability, aFondamental need in modern democratic public Administration, national school for publics and institution (Italia: A compoison, 2003).

[9] Thomas R. Dye, Underestanding Public Policy (New Jersey: prentice pearson/Prentice Hall, 2002).

leading the actions and activities in society as a model and guidance[10]. After raising a public issue on the government agenda, a plan for choosing to resolve it and choosing a decision by the institution and policy maker, what remains is the implementation. This is the stage of the policy implementation cycle that can be process-oriented. A step that shows how policies act. Policymaking approaches can be categorized into three categories as a top-down approach, a bottom-up approach, and a hybrid approach. In the top-down approach, the elites are at the top of the agenda and they are in the process of legislating, and the public opinions are not interfered in decision-making. One of the most important criticisms of the top-down approach is the failure to take into account the role of street-level bureaucracy that increases the likelihood of failure of this approach[11]. In the bottom-up approach, it is assumed that, rather than being controlled by policy makers, the policy is explained through explicit and tacit bargaining between members of the organization and its customers. Therefore, programs must be consistent with wishes and desires, or at least with the behavioral patterns of lower authorities.

Although the bottom-up approach may be less problematic, it is an idealistic approach as the problem of society cannot be distinguished by lay people and non-specialists. However, the hybrid approach has hybrid or interactive views that emphasize the complex negotiation and bargaining processes between policy actors at all levels of policy and planning process. In the hybrid approach, a combination of top-down and bottom-up approaches is used in such a way that it has the strengths of both and uses their weaknesses as an opportunity[12].

Organizational effectiveness

The effectiveness of an organization is the degree to which the organization achieves its intended goals[13]. Effectiveness has a general concept that implicitly involves a large number of variables (at the organizational level). Measurement of organizational performance is possible through a variety of indicators and methods, and each of them provides a different scale of organizational effectiveness[14]. One of the methods for assessing the effectiveness of the organization is the method based on satisfaction of the Stakeholder group or the method based on the basic indicators. In this method, several different activities are merged based on the interest of stakeholders. Each of these stakeholder groups has a special index for measuring effectiveness, as it has special interests in the organization.

If all indicators are taken into consideration, the organization can achieve more comprehensive results. The stakeholder groups and indicators related to each of them include the owners of the company (financial return), employees (employee satisfaction, salaries and bonuses, supervision and management), customers (the quality of goods and services), creditors (credit amount), society (the role of company in the improvement of community affairs), the suppliers of raw materials (satisfactory transaction), and the state

[10] Seyyed Mehdi Alwani and Fattah Sharifzadeh, Public policy process (Tehran: Allameh Tabataba'i University Press, 2011).
[11] M. Lipsky, Standing The Study of Public Policy Implementation on its Head, In: Burnham (Londom: Sage, 1978).
[12] S. Barrett and C. Fudge, Examining the Policy-action Relationship (London: Methuen, 1981).
[13] Hossein Ghorbani and Mohammad Zia al-Dini, Human Resources Management and Effectiveness of the Organization, National Conference on New Approaches in Management Science, Economics and Accounting, Mazandaran, Scientific Research Institute of Komeh. 2015.
[14] Shahnam Taheri, Productivity and Analysis in Organizations (Tehran: Afrang Publishing, 2011).

(observance of laws and regulations) According to recent studies, if several groups are evaluated in assessing the effectiveness of an organization, especially since the environment is constantly changing and the organization needs to adapt to it, a more precise result will be obtained Moreover, organizations really care about their prestige, credibility and reputation, and try to meet the demands of all stakeholder groups in their actions and draw their views. If, for some groups of stakeholders, the performance of the organization is weak, it should be said that the organization has not achieved its goals in terms of effectiveness.

Literature review

Several research have been carried out in this field. Several studies have been carried in this regard. Alwani and Danaeifard[15] argued that only moderate level of trust is functional and constructive, meaning that the people emotional and extreme confidence in the government and public administration impedes their critique and reform, and the reduction of public trust also questions the legitimacy of the political system and government. Alwani[16] indicated that one of the major causes of failure of policies is the lack of consideration of choosing appropriate tool for implementation considering policy makers and community based audiences. Also, attention of policy makers to predicting tools in policy texts is a guarantor of policy success and makes it easier for monitoring and follow up. Alipour et al.[17] investigated the effect of social trust on organized participation. There was a meaningful relationship between social trust in its different forms (individual, generalized, institutional) and organizational social participation, although the extent and direction of impact of this relationship is different in each case. Also, multi-variable regression coefficients showed that the variables considered are generalized trust and the socio-economic base is the best predictor of social participation.

Dannifard et al.[18] concluded that failure to comply with rationale at the stage of formulation by policy makers could lead to unsuccessful policy implementation.

Gholami and Bahadori[19] investigated the concept, nature and monitoring of the implementation of general policies of the system. They argued that the general policies of the system contain the framework and basis of the overall orientation of the country in all areas of government determined by the Supreme Leader in accordance with paragraph one of 110 Article. It acts as a link between the principles and objectives of the system with the functions of government bodies and institutions. The main purpose of these policies is creation of discipline in the country, which will also determine the general geometry of the system. The findings confirmed the significant relationship between a three-dimensional model of general perception of the level of accountability of government agencies, the level of public trust in government agencies and the level of political trust on the government. The continuation of these studies and the completion of further studies in this field can serve as a platform for more government attention to accountability, public trust and political trust.

[15] Seyyed Mehdi Alwani and Hassan Danaee Fard, “Public administration and public…
[16] Mehdi Alwani, “Public policy”, Quarterly Journal of Law and exegencies num 1 (2008).
[17] Parvin Ali Pour; Mohammad Javad Zahedi and Maliha Shiyan, “The Relationship between Trust and Social Participation in Tehran City”, Journal of Sociology of Iran, num 2 (2009): 135-109.
[18] Hassan Danaifard; Isfahani Moshabaki Asghar and Emadeddin Saqafi, Implementing Public…
[19] Ali Gholami and Ali Bahadori, “The concept, nature and monitoring of the implementation of general policies of the system”, General Laws of the Second Year num 1 (2013).

In order to achieve the theoretical framework of the research as the basis of the research, considering the broadness of the subject, in addition to referring to the results of other researches, the Delphi method and expert opinions were used to identify the main variables of research. Accordingly, in this research, the variable of new public administration (participation, accountability and citizen satisfaction) is considered as a predictor and public trust and implementation of policies of health and medical education are considered as the criterion variable. In this regard, based on the review of literature, to achieve a different, effective and, of course, applicable model, the above factors were categorized in three general categories of participation, accountability and citizen satisfaction. This category has not been used in any of the previous studies in the form of an initial and proposed model. To provide a reliable model, exploratory and confirmatory factor analysis were used. Based on this, the three factors of participation, accountability and citizens satisfaction were considered as the dimensions of the general macroeconomic trust. Thus, while investigating the status of the three factors, their relationship with the general trust and implementation of public health policies (dependent variable) were considered. In addition, by studying theoretical literature on the concept of modern public administration (participation, accountability and citizen satisfaction) and its relationship with the public trust variable and implementation of policies of health and medical education.

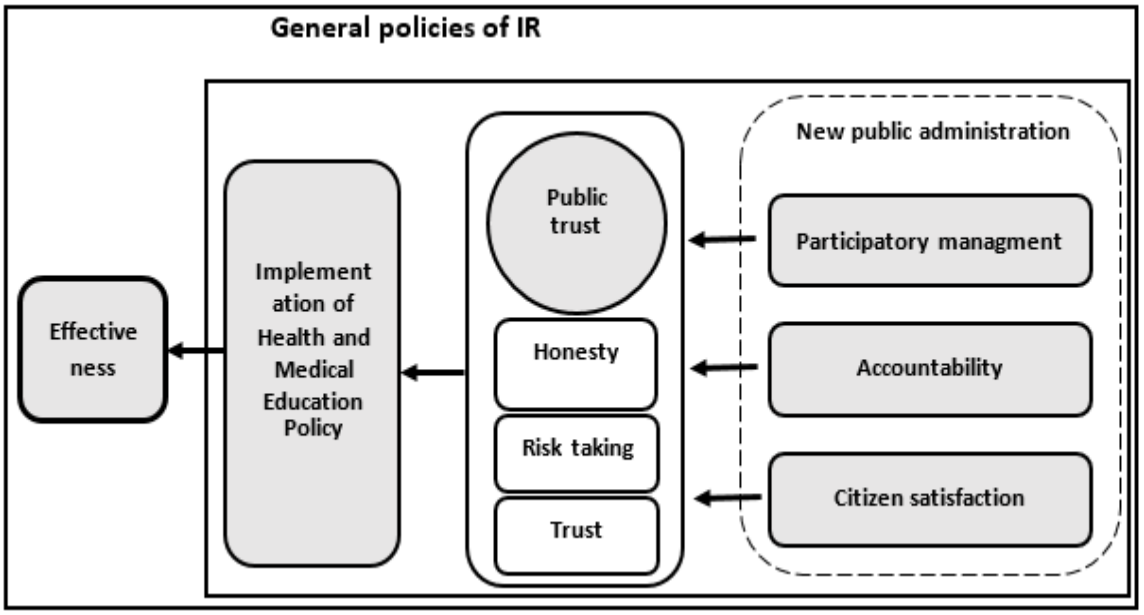

Figure 1
Conceptual model of study

The present study, investigated the following hypothesis:

1- A participatory public administration has direct relationship with the public health and medical education system.

2. Accountability of public administration is directly related to public trust in the health and medical education system.

3- Citizens' satisfaction is directly related to the public trust in the health and medical education system.

4. Public trust is directly related to the implementation of policies in the health and medical education system.

5- Implementation of policies of health and medical education system is directly related to the effectiveness of this system.

Methodology

The current research was an applied descriptive, survey-correlation type based on structural equation modeling. The statistical population consisted of two groups: the first group includes those who refer to the Ministry of Health and Medical education. Due to the large size of the population and limitations such as the specific research topic and the unwillingness of many of the respondents to complete the new government administration and public trust questionnaires, the available sampling method wasused. The second group included 822 individuals based on the development indicators of the five provinces (Kohgiluyeh and Boyer Ahmad, Tehran, Semnan, Khuzestan and Ilam) from 31 provinces, the heads, deputies and directors of medical universities (N=223), the treatment area (N=245), government hospitals (N=192 people) and health centers networks (N=162 people). The sample was estimated using the Cochran formula to be 262. Based on the completion rate of the questionnaires, the sample size was increased to 400. Their selection was based on stratified sampling. Table 1 shows the number of research sample members by division of service.

Province	**Place of sevice**	**N**	**Sample N**	**Sample percent**
Kohgiloyeh and Boyerahmad	Medical Universities	20	10	2.43
	Treatment field	22	11	2.68
	Public hospitals	10	5	1.22
	Health centers Networks	7	3	0.85
Tehran	Medical Universities	108	53	13.14
	Treatment field	114	55	13.87
	Public hospitals	104	51	12.65
	Health centers Networks	97	47	11.8
Semnan	Medical Universities	40	19	4.87
	Treatment field	40	19	4.87
	Public hospitals	16	8	1.95
	Health centers Networks	6	3	0.73
Khuzestan	Medical Universities	38	18	4.62
	Treatment field	35	17	4.26
	Public hospitals	44	21	5.35
	Health centers Networks	42	20	5.11

Ilam	Medical Universities	17	8	2.07
	Treatment field	34	17	4.14
	Public hospitals	18	9	2.19
	Health centers Networks	10	5	1.22
Total		822	400	100

Table 1
Sampling table for research

Liberary studies, written records and other sources of Persian and Latin were used to formulate theoretical foundations and literature. In order to ensure more content validity, the following measures were taken in the measurement tool:

- Studying written sources and use expert opinions in the policy making process.
- Initial distribution of questionnaires between sample groups and the use of feedback and corrective comments.
- Provide explanations along with delivery of the questionnaire in written and electronic form to the respondents.

A questionnaire was used for collecting data. The first part was related to personal information consisting of three questions for determining age, gender, and level of education. The second part was a 20-point scale developed by Manoirian et al. (2010) to assess new government administration regarding participation, accountability, and citizen satisfaction. This scale had three dimensions of participation (phrases 1 to 5), accountability (phrases 6 to 14), and citizen satisfaction (phrases 15 through 20). The third section was a 10-point scale to measure the public trust. This scale has three dimensions: honesty (phrases 1 through 3), confidence (phrases 4 through 7), and risk taking (phrases 8 to 10). The fourth part was a 24-item researcher-made scale to assess the views of the deputies and directors of ministry on the implementation of the health and medical education policy. The scale has eight dimensions: providing educational, health and medical services (phrases 1 through 3), implementing a comprehensive health approach (phrases 4 to 6), mental health of the community (phrases 7-9), creating and strengthening Infrastructure (phrases 10 to 12), food security (phrases 13 to 15), separation of financing and provision of services duties (phrases 16 to 18), quantitative and qualitative development of insurance (clauses 19-21) and the qualitative and quantitative development of the system (phrases 22 to 24). The fifth section was also a 24-item researcher-made scale to measure the effectiveness of the health and medical education system in line with the general policies of the Islamic Republic of Iran. It also has eight dimensions consisting of flexibility (phrases 1 through 3), interest acquisition (phrases 4 through 6), scheduling (phrases 7 to 9), efficacy (phrases 10 to 12), access Information (phrases 13 to 15), stability (phrases 16 through 18), coherent workforce (phrases 19-21), and skilled work force (phrases 22 through 24). The responses of the second, third, fourth and fifth sections were graded on a five-point Likert scale from 1 (completely disagree) to 5 (I fully agree). To validate the tool, face and conceptula validity was first tested by 30 experts and then content validity was used. The values obtained were: the new public administration scale 0.85, public trust 0.88, policy implementation 0.85 and effectiveness of the system 0.87. To verify the validity of the tool, exploratory and confirmatory factor analysis were used. The results of exploratory factor analysis showed that 20 phrases of new public administration had a variance of 83/50 on three factors, 10 phrases of public trust scale 14.49 percent on three factors, 24 phrases of policy implementation scale 56.16

percent on eight factors, 24 phrases of the effectiveness of the health system 64.03% on eight factors. Table 2 showed the factor load of the phrases on their respective factors (the phrase of each factor are indicated at the beginning of the paragraph). In addition, the results of confirmatory factor analysis Table 3 showed that the three-factor model of new public administration, three factors of public trust, eight factors of policy implementation and eight factors of health system effectiveness were fitted with the collected data. Also, the internal consistency of the tool was determined using Cronbach's alpha coefficient in two stages of re-test and reliability. Its value was 0.86 for the new public administration, 0.87 for public trust, 0.91 for policy implementation, and 0.91 for the effectiveness of the system. The library method was used to collect information for writing literature and the background of the research, and the field method was used to collect data on the variables of the research. In processing and analyzing data, the mean, standard deviation, frequency and frequency percentage, Figure 1 and table were for categorizing and describing individual information and research variables. Cronbach's alpha coefficient was used to determine the internal consistency of the measuring instrument. Confirmatory factor analysis (CFA) was used to investigate reliability. T-test was used to estimate the community parameter based on the sample data. Pearson correlation coefficient was used to determine the two-way simple relationships between variables. Structural equation modeling (SEM) was used to determine Multiple relationships. All analyzes were carried out at 95% confidence level using the Social Sciences Package (SPSS) version 23 and the LISREL Package version 8.8. LISREL provides several indicators for fitting the model with the collected data. In the present study, the chi-square ratio ($\chi 2$ / df), the Root Mean Square Error of Approximation (RMSEA), the Comparative Fit Index (CFI), the goodness of fit index (GFI), Adjusted Goodness Of Fit Index (AGFI), Normalized Fitness Index (NNFI) and non-Normative Fitness Index (NFI) were used. The acceptable range for the chi-square ratio of the degree of freedom of was values below 3, for RMSEA was less than 0.08, and for the CFI, GFI, AGFI, NNFI, and NFI indices were greater than 0.90.

Phrases N	Phrases factor loading			
	Public administration	Public trust	Implementing policies	System efficacy
1	0/699	0/724	0/804	0/740
2	0/743	0/679	0/759	0/858
3	0/512	0/616	0/715	0/839
4	0/622	0/602	0/743	0/823
5	0/595	0/792	0/750	0/837
6	0/653	0/787	0/714	0/842
7	0/520	0/611	0/781	0/711
8	0/669	0/652	0/716	0/736
9	0/582	0/878	-	-
10	0/708	0/802	-	-
11	0/597	-	-	-
12	0/620	-	-	-
13	0/699	-	-	-
14	0/545	-	-	-
15	609	-	-	-
16	0/683	-	-	-
17	0/656	-	-	-
18	0/573	-	-	-
19	0/670	-	-	-

20	0/760	-	-	-
KMO	0/872	0/732	0/730	0/881
Bartlett Test)χ^2(	3065/41***	919/39***	666/69***	2377/04***
Total explained variance (%)	50/83	59/14	56/01	64/03

Table 2
Summary of exploratory factor analysis results and factor load of phrases

Symbol	Accepted range	Public administration	Public trust	Implementing policies	System effectiveness
χ^2/df	<3	1/37	2/66	1/88	2/08
RMSEA	<0/08	0/06	0/02	0/04	0/05
CFI	>0/90	0/98	0/99	0/98	0/98
GFI	>0/90	0/98	0/94	0/96	0/95
AGFI	>0/90	0/97	0/98	0/98	0/96
NNFI	>0/90	0/98	0/93	0/94	0/97
NFI	>0/90	0/96	0/94	0/93	0/95

Table 3
Fit indices of the research instrument

Results

Table 4 shows the descriptive statistics and the results of the single-group t test for estimating the population parameter based on the sample data. According to the table, the highest score among the dimensions of new public administration was related to participatory management (SD = 0.99, M = 3.11) and the lowest score to accountability (SD = 0.76, 2 = M). Also, among the dimensions of implementing the health policy, the highest score was related to the establishment and strengthening of infrastructures (SD = 0.88, M = 3/58) and the lowest score was related to the quantitative and qualitative development of education (SD = 0.94 , 15/3 = M). In addition, among the dimensions of the effectiveness of the health system, the highest score was related to the skilled work force (SD = 0.99, M = 3.11) and the lowest score was related to the gaining benefits (SD = 0.99, M = 3/14). The results of single-group t-test Table 3 showed that, except for the mean scores of accountability (t = -0.549, p <583), the mean scores of all studied variables were higher than the moderate level with 95% confidence. It is necessary to explain that considering the range scores, t-test scores (mean) value for all variables was considered 3. In order to test the hypotheses and the conceptual model, structural equation modeling was used. To this end, the research hypotheses were designed in the form of a baseline model. In this model, participatory public administration, accountability and satisfaction of citizens from the health system were considered as independent variables and public trust, policy implementation and the effectiveness of the health system as dependent variables. Also, the phrases of participatory, accountability, citizens' satisfaction and public confidence were considered as indicators of these variables and eight subscales of policy implementation and effectiveness of the health system were considered as indicators of these two variables. In this model, direct participatory, accountability and citizens satisfaction effects on public trust, as well as direct effect of public trust on the implementation of the health system policy and the direct effect of implementing the policy of health system on the effectiveness of the health system were considered as the

structural relationships. Fitness indices for the base model showed that the proposed model had a favorable fit with the collected data (Table 5), since all fitting coefficients were at an acceptable threshold, so that the chi-square ratio to degrees of freedom was 13/ 2 and the RMSEA index was less than 0.08. Also, the values of the CFI, GFI, AGFI, NNFI, and NFI indices were above 90%, all of which indicating the fitness of the baseline model and its suitability. The standardized path coefficients Figure 2 and the results of the significant tests of path coefficients Figure 3 indicated that participatory administration (β = 0.001, t = 9.55, t = 9.65), Accountability (p <0.001, t = 0.66, β = 0.50) and citizen satisfaction from the health system (p = 0.001, p = 0.34, t = 0.39) had a significant, direct and positive effect on public trust and the public trust on the implementation of the health system policy (p <0.001, t = 14.45, β = 0.79) and implementation of the health system policy on the effectiveness of this system (0.001 > p, 67/11 = t, 66/0 = β) had significant, direct and positive effects. In addition, the results of this modeling showed that participatory, accountability and citizens satisfaction with the health system account for a total of 32% of public trust. Public trust predicted 62% of the changes in the implementation of health policy and implementation of the health system policy predicted 44% of the changes in the effectiveness of this system. In this model, based on the obtained coefficients, participatory administration, accountability and citizen satisfaction were the most reliable determinants of public trust, respectively.

Variables	Descriptive statistics			T-test			
	N	**M**	**SD**	**ΔM**	**t**	**P**	Result
Participatory administration	400	3/11	0/59	0/11	3/804	<0/001***	>3
Accountability	400	2/98	0/76	-0/02	-0/549	0/583	~3
Citizen satisfaction	400	3/10	0/61	0/10	3/18	0/002**	>3
Public trust	400	3/94	0/49	0/94	2/57	0/01**	>3
Policy implementation	400	3/27	0/39	0/27	14/129	<0/001***	>3
Provision of services	400	3/27	0/82	0/27	6/694	<0/001***	>3
Realizing the health approach	400	3/31	0/92	0/31	6/757	<0/001***	>3
Mental health of the community	400	3/19	0/89	0/19	4/257	<0/001***	>3
Building and strengthen the infrastructure	400	3/58	0/80	0/58	14/536	<0/001***	>3
Food security	400	3/25	0/82	0/25	6/152	<0/001***	>3
Separation of tasks	400	3/19	0/69	0/19	5/540	<0/001***	>3
Quantitative and qualitative insurance development	400	3/22	0/68	0/22	6/611	<0/001***	>3
Quantitative and qualitative training development	400	3/15	0/94	0/15	3/287	0/001***	>3
Effectiveness of the health system	400	3/30	0/45	0/30	13/283	<0/001***	>3
flexibility	400	3/28	0/64	0/28	5/972	<0/001***	>3
Gaining benefits	400	3/14	0/59	0/14	2/558	0/011*	>3
planning	400	3/37	0/86	0/37	7/330	<0/001***	>3
Performance	400	3/40	0/68	0/40	6/935	<0/001***	>3
access to information	400	3/33	0/79	0/33	6/720	<0/001***	>3
Stability	400	3/18	0/72	0/18	3/127	0/002**	>3
Coherent workforce	400	3/30	0/46	0/30	5/192	<0/001***	>3
Skilled workforce	400	3/41	0/56	0/41	6/152	<0/001***	>3

Table 4
Descriptive statistics and variables level

symbol	Accepted range	Value	Fitness results
χ^2/df	<3	2/13	good
RMSEA	<0/08	0/072	good
CFI	>0/90	0/98	good
GFI	>0/90	0/98	good
AGFI	>0/90	0/96	good
NNFI	>0/90	0/97	good
NFI	>0/90	0/98	good

Table 5
Structural Model fitting índices

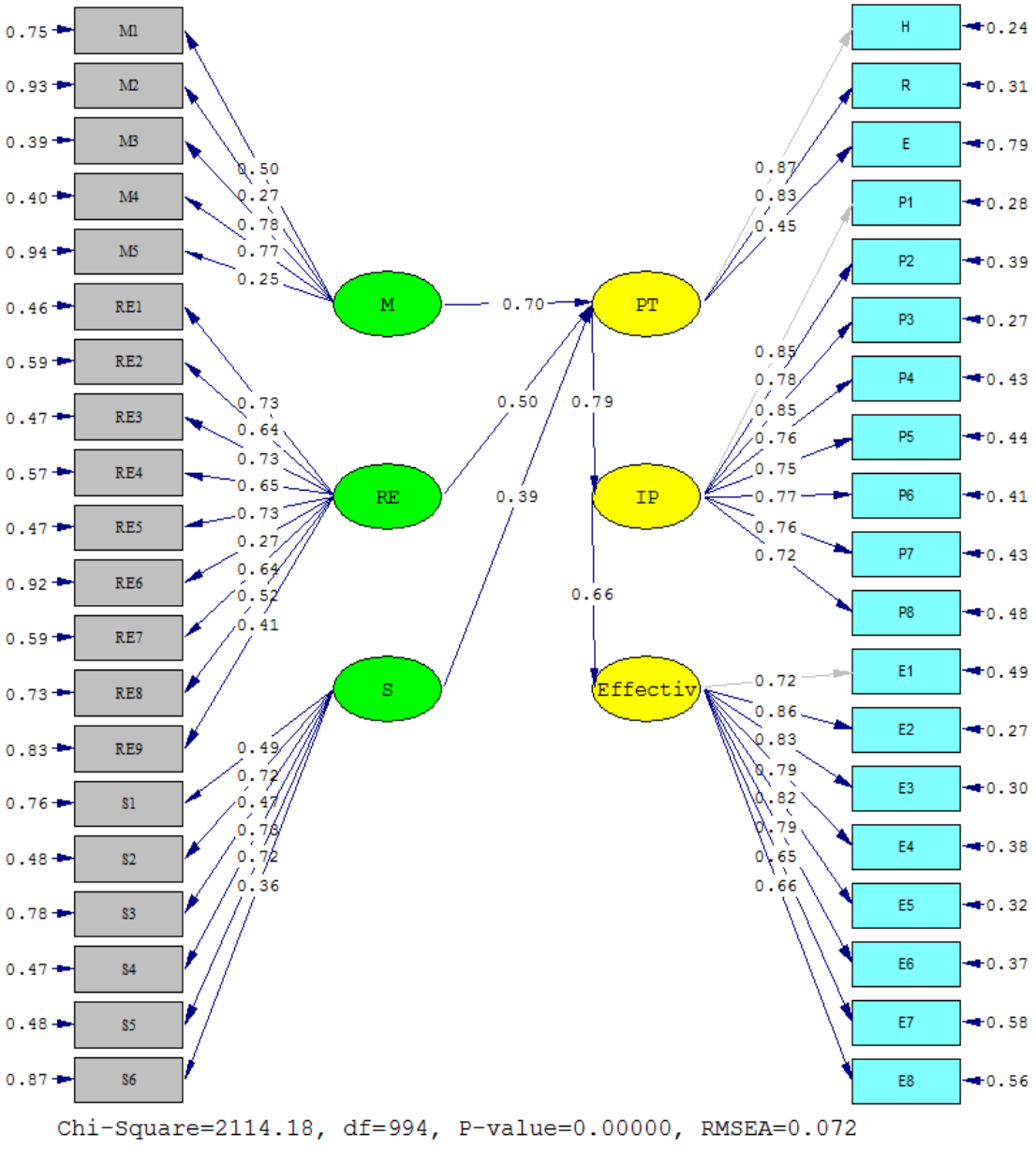

Figure 2
Path standardized coefficients for the research model

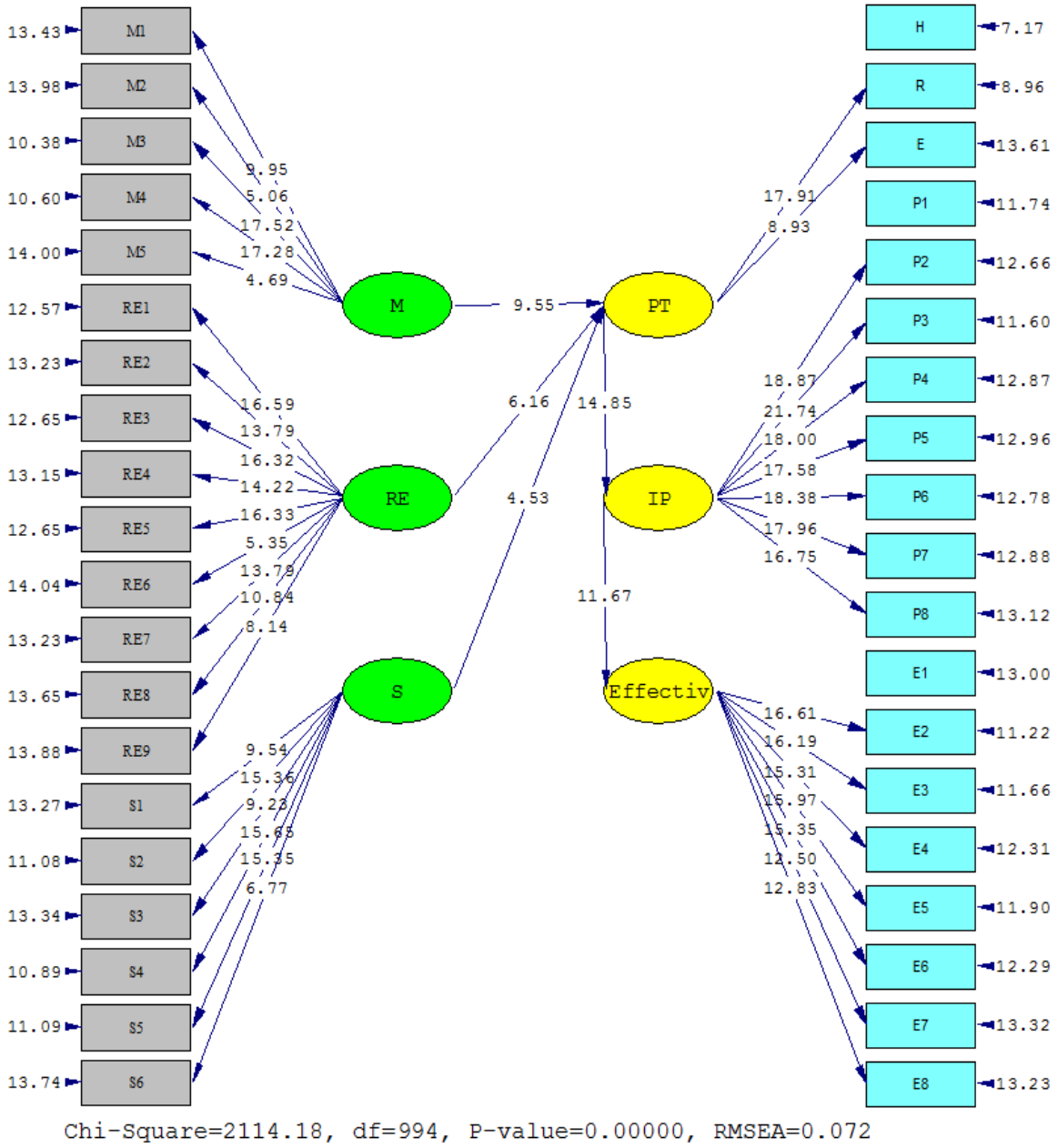

Figure 3
The results of significant tests of path coefficients for the research model

Discussion

To succeed in their work, organizations need to be trusted by those under their supervision and their success depends on trust.

In this regard, efforts to improve the accountability of public organizations in the country seem necessary. The results of this research showed that the relative increase in the accountability of governmental organizations has led to an improvement in the level of public trust, or at least it can be guessed that one of the important factors affecting the improvement of public trust is the level of accountability of executive agencies. In addition,

due to different dimensions in modern public administration, especially in the health and medical system, it is hoped that in the future, implementation of strategies related to conceptual model of research will be facilitated in some Iranian organizations. The purpose of this thesis was to explain and design an effective model for explaining public trust as a consequence of the new public administration (participation, accountability and citizens' satisfaction) in implementing the policies of the health system and medical education in line with the general policies of the Islamic Republic of Iran. Also, the results of this research showed that in general, participation, accountability and citizens' satisfaction play essential role in increasing public trust as a consequence of new public administration in implementing policies of health system and medical education. Findings of Asghari and Assadi[20] confirmed the significant relationship between a three-dimensional model of public perception of the level of accountability of government organizations, the level of public trust in government agencies and the level of political trust in the government. The continuation of these studies and the completion of further studies in this field can serve as a platform for more government attention to accountability, public trust and political trust. Also, the results of the research indicated that the status and extent of implementation of the policies of health system and medical education are optimal, which is natural due to confirmation of the existence of factors.

In addition to the above, the statistical tests results indicated that there was a positive and significant relationship between participatory administration, accountability and citizens' satisfaction with public trust in the health and medical education system, as well as between public trust as a consequence of public administration with the implementation of the policy and also between the implementation of the health and medical education policy and the effectiveness of the health system in line with the general policies of the Islamic Republic of Iran. In the end, by combining these patterns into the conceptual model of the research, we have achieved similar results.

It should be kept in mind that a high level of trust does not exclude accountability, but it gives the managors freedom to act and more authority. According to them, inefficient organizations, inefficient state organizations, and unaccountable government organizations are the main causes and problems of public and non-profit organizations, and failure to respond to these problems leads to distrust. The accountable government provides conditions for the general public's trust in a society and ultimately enhances public participation in political and social affairs, such as elections.

In societies where there is a high degree of trust, greater accountability is seen in lower levels of society, and in societies where there is low levels of trust, there is some kind of escape from responsibility. Hence, the success of today organizations depends on building trust. The results showed that public trust has had a significant relationship with the implementation of the policy. In fact, public participation of citizens will only be achieved in the face of their public trust in government and government organizations, in which case, governments will be able to increase the participation and cooperation of their citizens, which can attract citizens' trust. Governments should always be sensitive to the level of trust in the community and hold their trust reserves in order to enjoy the support of the people in difficult and failing conditions. By any means, as mentioned above, each of the abovementioned scholars has conducted research in the process of identifying, and

[20] Hormat Asghari and Ismail Asadi, “The Effect of Accountability on Public Trust and Political Trust (Case Study: Iranian Government Organizations)”, Governmental Administration Mission, Vol: 4 Issue 1 (2013): 53-75.

explaining the general trust and implementation of policies. However, the present thesis both in terms of content and structure and the consequence, have made significant differences with other research.

- Understanding and describing public trust as a consequence of new public administration (participation, accountability and citizen satisfaction) in implementing health and medical education policies in line with the general policies of the Islamic Republic of Iran.
- Joint examination of the status and relationship between the components of modern public administration and public trust with the implementation of the health and medical education policies, while other research has considered and analyzed other factors.
- Explaining the Effective Model of Implementing the Health and Medical Education Policies.
- The extent, diversity and variety of the statistical community of the current study relative to the statistical communities of other researches, which can lead to more reliable results.
- Presenting scientific and practical solutions to the organization in order to increase public trust and effective implementation of the policy of health system, health and medical education.
- Assisting top managers of the organization and the formation of specialized groups to implement the policy of health and medical education.

Among the limitations and obstacles that exist in the present research, we can refer to the inherent limitations of the questionnaire and its use as a tool for measuring and quantifying the qualitative points associated with the research variables. Also, the interference of personal issues and the individuals' inner desire to respond to the questionnaires, the time constraints for doing research and the short duration of sampling, the high concern of the members of the statistical population to express their opinions about the organization should be considered in the interpretation of the results. However, based on the findings of this research, it can be suggested that:

1- Regarding non-satisfactory accountability in the health and medical education system, high-level executives should take the necessary measures to improve it.

2. To strengthen public trust in health and medical education, priority should be given to the participatory management, accountability and satisfaction, respectively. In this regard, it is recommended to establish citizenship participation mechanisms for the promotion of the health system's effectiveness, create and promote social capital and citizen participation, improve the quality of services, increase accountability to problems and expectations of citizens to the authorities.

3- Despite the desirability of implementing the policy of health and medical education system, in order to improve the implementation of these policies, the system of selection, evaluation and education of professors and students and managers in the health system and hospitals should be continuous; people should be aware of their social rights and responsibilities vis-à-vis the health system and government hospitals; ethical and spiritual education in the health system and government hospitals should be promoted; health resources should be managed through a health insurance system based on the Ministry of Health and medical education in the health system and governmental hospitals; the workforce should have the skills and competencies appropriate to the needs of the different regions of the country in the health system and government hospitals.

4- Considering the importance and priority of the health and medical education system in the general policies of the Islamic Republic of Iran, in order to promote the effectiveness of this system, it is possible to continuously examine the effectiveness of the workforce in the health system and public hospitals; standard procedures should be implemented in the health system and public hospitals in response to environmental changes in the organization; unit performance and the costs should be compared; and in time periods, it should be tried to maintain the structure and functional areas in the health system and government hospitals.

Conclusion

Considering the extent and breadth of the concept of public trust as a consequence of the new public administration and its numerous advantages in various fields and sectors, it is essential to critically review this issue. Therefore, it is recommended that in the future studies, design and development of the model of the modern public administration system with an emphasis on public trust and political trust should be taken into account; the effectiveness of health and medical education programs should be evaluated; strategic factors related to political trust and public trust should be defined and its components and its role in the development of organization and society and a desirable model in this regard should be considered; Finally, the model of public administration and development of public trust should be designed and explained in order to increase public participation.

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