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IDENTIFY FACTORS AFFECTING STANDARDIZATION OF PROCESSES ON PERFORMANCE OF CUSTOMS

*NASER AZAD AND SARA SHARAFI

Department of Management, South Tehran Branch, Islamic Azad University, Tehran, Iran

* Corresponding Author: Naser Azad

ABSTRACT

We know Continuous developments in the field of standardization and process management causes to defined standardization of processes.. And also Standardization is a measure of growth in different fields. (Global progress in trade liberalization, Moderation of different industries. Global communication systems and support the development of technology). Create Standard process is a logical and important step in simplification and increasing the efficiency and effectiveness of the various aspects of the organization and brings utility and satisfaction to society. In addition by presenting a new model in accordance with the present condition of the organization we are going to discover the closest standardization processes model &affective factors on them The proposed study uses factor analysis to extract the most influencing factors and the sample size has been chosen from experts in customs in Iran . The questionnaire was designed in Likert scale & distributed among 200experts in customs. Cronbach alpha is calculated as %29, which is well above the minimum desirable limit of 0.70. The study investigates 94 factors & extracts four important ones, which Effective evaluation, Strategic Resources, Performance indicators, Supportive considerations. In this paper for analyze the data use from SPSS &AHP.

Keywords: Factor analysis, standardization processes, performance of customs, customs

INTRODUCTION

Robert J. Kauffman and Juliana Y. Tsai (2010), God creates Standardization phenomenon from the first day of creation and makes to limitation, size and criterion for

everything. So Standardization is not new phenomenon and made by our human mind, actually it is a broad concept that people just with an understanding of the universe sought to implement this concept in their life in the production, trade and services which we call standard. In the present century each acceptable activity with appropriate quality such as commercial activities, construction, health services, and ... are required proper definitions which we call it standard. These definitions can be considered as the standard of that function, also process is the set of activities that are contiguous to one or more changes, defined, designed and implemented

2. Research literature:

2.1. Theoretical foundations of standardization of processes:

Zhimin Liu (2012), believe that each process begins and ends with a specific activity. Detection of these activities has particular importance. In Organizations implementing a process usually associated with some changes. Changes in the organization process can be created in three parts. First the person who performing the activity, the second factor is the activity which performs, the third is the standard or the way of doing business. Among these factors standardization activities is important. To identify the effective factors in standardization, we consider four

fundamental components, including the assessment of effectiveness, strategic resources, performance indicators and supportive considerations. This study was to identify process standardization effective factors in custom function.

Maya Cohen-Meidan ,(2007), believe that We have Special emphasis on providing required equipment for measuring standardization.

Anna Carobene and etal(2014),"Few papers have addressed the effect of standardized testing in a competitive market. The actual impact of standardization in the competitive market is an important factor in understanding market policy. Standardization of goods occurs before mass production, Standardization of competition includes: formal standardization and integration of commercial companies.

Mathies Riechert and Werner Dees,(2014),"Standardization of software increases efficiency and development of projects. Positive relat ionship between performance and standar dization of software projects can be seen. Flexibility of software has positive effect on the final project's performance. The standard outlines a range of procedure which in this area organization has remained loyal to the standard value. Also Standardization refers to

the continuous use of methodology, tools and techniques.

Petros and etal (2009), to discuss comprehensive software in 4 levelsincluded innovation, enterprise, industry, and economic help to control standardization. Standardization at innovation levels begins with Information System. Standardization process is a challenge because the technology is constantly changing, and also we have many complexities on it. The second level of standardization is in company which business processes are made by mandatory standard rules. All activities eventually lead to economic levels and become the actual practice in the industry level.

Frank B.Watts,(2012),shows required information in Standardization research is important. Evaluation of standardization encompasses many phases which evaluation one has many problems. We know Investigation of Common problems in the standardization cause of making appropriate production

3.OBJECTIVE OF THE STUDY

The objective of this research is analyzing standardization of processes on performance of customs

4. Research methodology:

This study attempts to find the impact of the standardization of processes on performance

of customs. The proposed study uses factor analysis to extract most influence factors and sample size has been choosen from experts in customs. The questionnaire was designed in Likert scale & distribute among 200 peoples. To analyze the data, descriptive statistics were used to sort the data in the second part of the data analysis is performed based on statistical inference In this paper for analyze the data use from SPSS softwares. Factor analysis and AHP of the presumptive test was used.

5. Analysis and results:

The proposed study designs a questionnaire and distributes it among 200 experts in customs. Chronbach alpha is calculated as 0/94 ,which is well above the minimum desirable limit of 0/70 . Chronbach alpha has been calculated as 0/94 and **Table 1** demonstrates the results.

We exract factors where Kaiser-Meyer-Olkin Measure of Sampling Adequacy was 0/91(Approx. Chi-Square= 4773.716df=406 Sig.= 0 / 0 00),which also confirms the results of our survey. Table 2 demonstrates the results.

In this section, research data using scientific methods are investigated and they are analyzed in two parts. First, descriptive statistics are used to sort the data & then part of the data analysis is performed based

on statistical inference. Factor analysis and AHP of the presumptive test was used and the primary question is to find out about important factors influencing standardization processes on performance of customs. To answer the first question the exploratory factor analysis has been used. **Table 3 & 4** present the results of analyzing the data.

Figure 1 demonstrates Eigenvalues for each factor and a special agent with the highest value indicates that after five factors, the curve becomes smooth & we choose five factors for the proposed study.

5.1. Interpretation of the results of the factor analysis:

The following table has been prepared based on the standard model (**Table 6**).

Regarding the results, we can offer 4 hypotheses that identified by exploratory factor analysis and by the Confirmatory factor analysis they reject & accept of and ranking of each of the components of performance of customs (**Tables 7 & 8**).

Table 1: Reliability Statistics

CRONBACH'S ALPHA	CRONBACH'S ALPHA BASED ON STANDARDIZED ITEMS	N OF ITEMS
.949	.949	29

Table 2: KMO and Bartlett's Test

KMO and Bartlett's Test		
Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.917
Bartlett's Test of Sphericity	Approx. Chi-Square	4773.716
	Df	406
	Sig.	0/000

Table 3: Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Alpha if Item Deleted
X1	105.2462	332.4905	.5299	.9485
X2	105.2235	332.6913	.5156	.9486
X3	105.3106	332.8005	.4648	.9491
X4	105.4470	330.2329	.5875	.9480
X5	105.2689	329.1936	.5985	.9479
X6	105.4470	333.1150	.4181	.9497
X7	105.3333	326.4588	.5878	.9480
X8	105.3636	331.9889	.4557	.9493
X9	105.2689	331.3152	.5533	.9483
X10	105.3674	329.8759	.5482	.9484

X11	105.0341	326.3068	.6426	.9475
X12	105.2538	328.7528	.5583	.9483
X13	105.1136	326.0175	.6597	.9473
X14	105.1136	326.8616	.6728	.9472
X15	105.1818	326.5904	.6420	.9475
X16	105.1174	326.5147	.6393	.9475
X17	105.1742	321.4904	.7463	.9464
X18	104.9886	321.5778	.7183	.9467
X19	105.0303	328.2120	.6044	.9478
X20	104.7386	325.0683	.6769	.9471
X21	104.7197	326.9934	.6306	.9476
X22	105.1212	326.4415	.5975	.9479
X23	104.9735	325.5772	.6509	.9474
X24	105.0795	325.7009	.6944	.9470
X25	105.0341	324.0787	.6766	.9471
X26	104.8977	323.0123	.7126	.9468
X27	105.0758	328.5722	.6069	.9478
X28	105.1629	326.1901	.6458	.9474
X29	104.9432	322.8371	.6873	.9470

Table 4: Total Variance Explained

Component	Total	% of Variance	Cumulative %
1	5.893	20.320	20.320
2	3.374	11.634	31.954
3	2.944	10.151	42.105
4	2.460	8.483	50.587
5	1.643	5.666	56.253
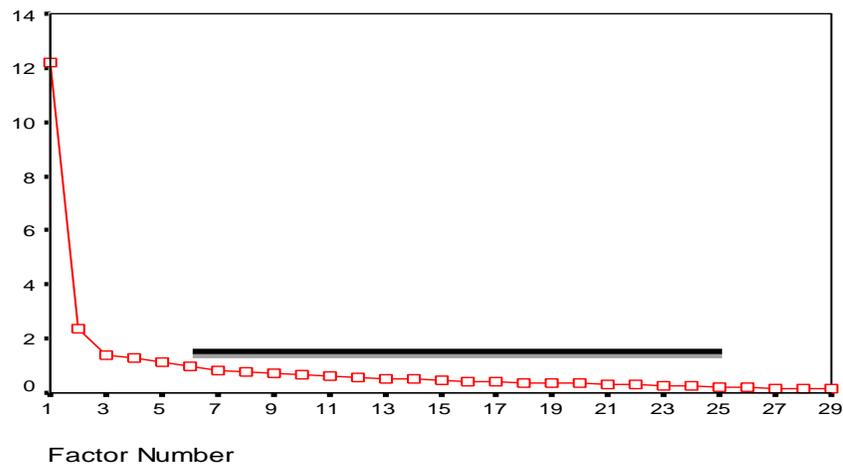
Figure 1: Scree plot

Table 5: NPar Tests

Result	Kolmogorov-Smirnov Z	Variables
Meaningful	0.007	**x1**
Meaningful	0.003	**x2**
Meaningful	0.016	**x3**
Meaningful	0.008	**x4**
Meaningful	0.037	**X5**
Meaningful	0.001	**x6**
Meaningful	0.019	**x7**
Meaningful	0.001	**x8**
Meaningful	0.008	**x9**
Meaningful	0.002	**x10**
Meaningful	0.002	**x11**
Meaningful	0.042	**x12**
Meaningful	0.007	**x13**
Meaningful	0.004	**x14**
Meaningful	0.012	**x15**
Meaningful	0.004	**x16**
Meaningful	0.006	**x17**
Meaningful	0.002	**x18**
Meaningful	0.003	**x19**
Meaningful	0.023	**x20**
Meaningful	0.018	**x21**
Meaningful	0.038	**x22**
Meaningful	0.009	**x23**
Meaningful	0.019	**x24**
Meaningful	0.005	**x25**
Meaningful	0.006	**X26**
Meaningful	0.004	**X27**

Table 6: Interpretation of the results of the factor analysis

Variable	Factor
Evaluation process	Effective evaluation
Select the appropriate professionals	
Knowledge	
The review	
Cooperation	
Process monitoring	
Updates	
Work instructions	
Audit	
SWOT	
Competitive market	StrategicResources
Budgets	
Methodology	
Tools	
Comprehensive framework	
Technology	
Security	
Reference System	Performance Indicators
Accessibility to the value	
Table external quality assessment	
The measurement	
Availability	
Tight controls	
Schedule	
National institute of Standards	Supportiveconsiderations
Market policy	
Formal standardization	

Table 7: The summary of factor associated with the main hypothesis

Result	Important coefficient based on AHP	Spearman's rho (sig)	P-value	The main hypothesis
Confirmed	٪0.07	0.003	P≠0	the assessment of effectiveness
Confirmed	٪44	0.004	P≠0	Strategic Resources
Confirmed	٪22	0.012	P≠0	Performance Indicators
Confirmed	27%	0.015	P≠0	Supportive considerations

Table 8: The summary of factor associated with Sub Hypothesis

Result	Important coefficient based on AHP	Spearman's rho (sig)	P-value	Sub Hypothesis
Confirmed	0.013٪	**0.002**	P≠0	**Evaluation process**
Confirmed	0.012٪	**0.001**	P≠0	**Select the appropriate professionals**
Confirmed	00.6٪	**0.003**	P≠0	**Knowledge**
Confirmed	0.10٪	**0.004**	P≠0 P≠0	**The review**
Confirmed	0.09٪	**0.002**	P≠0	**Cooperation**
Confirmed	٪0.008	**0.005**	P≠0	**Process monitoring**
Confirmed	٪0.011	**0.001**	P≠0	**Updates**
Confirmed	0.015٪	**0.001**	P≠0	**Work instructions**
Confirmed	٪0.016	**0.001**	P≠0	**Audit**
Confirmed	٪0.014	**0.001**	P≠0	**SWOT**
Confirmed	0.027	**0.009**	P≠0	**Competitive market**
Confirmed	0.056	**0.001**	P≠0	**Budgets**
Confirmed	٪11	**0.003**	P≠0	**Methodology**
Confirmed	٪0.08	**0.007**	P≠0	**Tools**
Confirmed	٪0.07	**0.004**	P≠0	**Comprehensive framework**
Confirmed	٪0.09	**0.006**	P≠0	**Technology**
Confirmed	٪10	**0.002**	P≠0	**Security**
Confirmed	٪0.021	**0.004**	P≠0	**Reference System**
Confirmed	٪0.03	**0.001**	P≠0	**Accessibility to the value**
Confirmed	٪0.019	**0.008**	P≠0	**Table External Quality Assessment**
Confirmed	٪0.053	**0.009**	P≠0	**The measurement**
Confirmed	٪0.026	**0.007**	P≠0	**Availability**
Confirmed	٪0.04	**0.008**	P≠0	**Tight controls**
Confirmed	٪0.051	**0.005**	P≠0	**Schedule**
Confirmed	٪**0.020**	**0.006**	P≠0	**National Institute of Standards**
Confirmed	٪**0.012**	**0.001**	P≠0	**Market policy**
Confirmed	٪**0.06**	**0.004**	P≠0	**Formal standardization**

CONCLUSIONS

This paper aims to identify the processes of standardization affecting factors on performance of Customs, as a step towards the development of customs processes performance. Each process begins and ends with a specific activity. Detection of these activities has particular importance. In Organizations implementing a process usually associated with some changes. Changes in the

organization process can be created in three parts. First the person who performing the activity, the second factor is the activity which performs, the third is the standard or the way of doing business. Among these factors standardization activities is important. To identify the effective factors in standardization, we consider four fundamental components, including the assessment of effectiveness, strategic resources, performance indicators and supportive considerations. This study was to identify process standardization effective factors in custom function.

Critical component of standardization processes is the most important factor in Strategic Resources (by a factor of%44), Supportive considerations (by a factor of%27) and Performance Indicators (by a factor of%22) respectively the second& third priorities which can be considered the custodians of this section.

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