Determining the quality of relationship with an emphasis on agility and organizational learning culture in hospitals in Guilan province

Atefeh mehraban*,

Abstract Due to the large number of referrals of patients to hospitals, many referrers are not satisfied with how the hospital is interacting in different processes, such as hospitalization, discharge, insurance services, etc. In this regard, the present study aimed to investigate the effect of organizational agility and organizational learning culture on relationship quality in hospitals in Guilan province. This research was based on the type of applied purpose and the descriptive-correlation nature. The data gathering method was field and data collection tool was a questionnaire. The statistical population of this study is hospitals in Guilan province, with 33 hospitals. Due to the small size of the sample population, a census method was used and a questionnaire was distributed among managers of hospitals in Guilan province. Of the 33 hospitals, 4 hospitals did not participate in this study. The reliability of the pre-distribution questionnaire was calculated and corrected by Cronbach's alpha method and more than 0.7 was obtained for all variables in the research. SPSS and PLS software were used to analyze the data. Of the three hypotheses presented in this study, all hypotheses were confirmed. The effect of organizational learning culture on the organizational agility of hospitals in Guilan province, the effect of organizational learning culture on the quality of the relationship through the agility of the organization of hospitals in Guilan province and the effect of organizational agility on the quality of the hospitals affiliated to Guilan province.