

Investigating the role of moderator of immoral actions in the effect of good governance on citizens' trust in Guilan University of Medical Sciences

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The purpose of this study was to measure the role of moderator of immoral actions in the effect of good governance on citizens' trust in Guilan University of Medical Sciences. The research is a descriptive-survey based on the purpose of the application and in terms of how it is collected. The statistical population of the study was citizens of Guilan province who were referred to three specialist medical centers of Besat, dentistry and Imam Reza affiliated to Guilan University of Medical Sciences. By using non-probabilistic sampling method, 385 of them were used by Cochran formula As a statistical sample, they were studied. The data collection tool is a standard questionnaire. The reliability of the questionnaire was estimated by Cronbach's alpha method higher than 0.7. This indicates that the reliability of the questionnaire is desirable and the validity of the questionnaire was calculated using content validity and congruent validity and divergent validity. In order to analyze the data in the descriptive statistics section, SPSS software and inferential statistics and hypothesis testing, structural equation modeling was used by Smart PLS software. The findings of this study showed that good governance dimensions have a positive and significant effect on citizens' trust in Guilan University of Medical Sciences. Also, the role of moderating variable of unethical actions on the effect of good governance dimensions on citizen trust in Guilan University of Medical Sciences was confirmed.

Keywords : Good Governance, Citizens' Trust, Non-Ethical Exercise, Guilan University of Medical Sciences.

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