

Study the Role of Inter-Personal Communication Skills in the Central Department of SAU's Staff

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Abstract

The main purpose of this research is to study the role of skills of the inter-personal communication skills of central department of Scientific and Applied University's(SAU) staff. The method of this survey is applied- oriented and data collection method is descriptive. The population of this research is all who visited the Scientific and Applied University's central department in the fourth week of Khordad 1389. It could be said that the population in this research is equal to the sample. In the other word, we can say that in this research the method of full-counting is being used. It means that at this research all 330 people have been answered to the questions. A researcher's made questionnaire is used for data gathering. Face and content -related validity was obtained by using the available sources and connoisseurs' opinions and their validity through tentative execution and calculation of Cronbach's Alpha Coefficient was calculated 90%. The findings of this research indicated that 34.2% of respondents have chosen the item " more", which means, they have gone to the central department more than three times in order to get sufficient and suitable answers. About 47% of the respondents have chosen the item "average", which show that the staff can reach to the good point through providing more suitable guides. About 41.2% of the respondents have chosen the item " average", which show that staff makes the feeling of satisfaction among the students.

Keywords: communication skills, inter-personal communication, scientific and applied University

Introduction

Human beings start to live in an environment in which they are not being able to solve their own problems lonely. In fact, when they faced with these kinds of issues, they couldn't have good feeling. So in order to come over to these obstacles and reach to a good life, they have to enter into a complicated scope of relations with others. This wish exists in every person unconsciously that by living aside the others and making societies and some common relations that being formed among them, they can find an answer to the problems and fulfilled their own needs.

In each society the communication is obvious and clear as a principle, due to the fact that it is the main axle of each life. By communication, people can transfer and exchange their feelings and thoughts through oral speech, written, face to face as well as individual to group. It is clear that communication has a very complicated function in any human society. Through beliefs, values and ideas formed in any society, people have grown up and learned to make a deep, direct and effective inter-personal communication. However, for people to discuss and meet some of the needs and desires, they should be placed in a structure with specific laws and regulations which implementing it, could meet some needs. Therefore, it could be done only in a structure that has legal framework, defined and obvious goals which called "organization".

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The organization that has a several and complicated duties in a regular and reasonable process, have been made some official sequences in order to reach to the common goals in the case of determining the roles, the communication among people and types of their functionality; by doing such acts the organization wants to utilize and apply human sources according to their sights, knowledge and experiences in its best conditions in order to satisfy the organization's goals and objects. This kind of communication played an effective role in qualitative and quantitative improvement of common goals in an organization as well as sufficient usage of the facilities. It is clear that human resources in any organizations is very important, due to the fact that it is one of the main basis's which can make the organization more stable as well as pave the way to meet the organization's goals. It should be noted that university like the other organization follows rules and principles and also has a specific structure for reaching the supreme goals.

In simple word, university can be seen as an organization which by paying attention to the rules that are governed in its structure is going to plan, organize, directing and control the education affairs as the main goal toward produce intelligent, thinker, productive and cooperative human sources for initiate the knowledge and science which is in the same direction by improving the cultural, political, economical and social affairs. Therefore, the university goals and perspectives are very simple; meanwhile it is seen as a complicated entity because it hardly deals with human communication. This communication resulted from the university's expert and staff with the students, should be upshot an effective communication.

This kind of communication resulted from a very tied connection between the university experts and staff should be lead to an effective communication. If there is some obstacles such as lack of information, knowledge limitation, speaking methods and listening to others would may lead to misunderstanding and none desired and emotional reactions. At the this time, one should understand that all of these items and problems can occurred when there is inability and necessary communication skills at the time of facing with those problems. University which is seen as an organized complex is trying to remove the communicational obstacles through staff and students interaction. This can be done via methods modification, reverence of clients and mutual respect.

Methodology

The method of this research is applied- oriented and data collection method is descriptive. The population of this research is all who visited the Scientific and Applied University's central department in the fourth week of Khordad 1389. It can be said that the sample in this research is equal to its population. In the other word, we can say that in this research the method of full-counting is being used. It means that at this present research 330 persons have been answered to the questions. A researcher's made questionnaire is used for data gathering. Face and content - related validity was obtained by using the available sources and connoisseurs' opinions and their validity through tentative execution and calculation of Cronbach's Alpha Coefficient was calculated 90%.

Results and Discussion

In this part we will enterprise to analyze the presented hypothesis in this research.

The first hypothesis says that: it seems that there is a relation between the level of education of staff and the way through which they make communication to the students.

Table1: Distribution of observed and expected frequency of the first hypothesis

difference	expected frequency	observed frequency	
-56.0	66.0	10	very rare
-28.0	66.0	38	rare
43.0	66.0	109	almost
65.0	66.0	131	extreme
-24.0	66.0	42	so extreme
		330	total
chi-square		df	Sig.
160.152			.

As seen in the above table, the amount of the statistic "more 2" equals to 152,160 and its degree of freedom rate equals to 4 with the significance of 0,000. Considering this point that the rate of meaningfulness is smaller than 0.01 so we can say that the given answers do not have same and monotonous distribution and by paying attention that the item "extreme" has the most frequency and the totality of the items "so extreme" and "extreme" in respect to the items "rare" and "very rare" have more frequency. It can be said that the first hypothesis based on this point that education has influence on making communication is confirmed. In a more exact explanation the level of education of university staffs is effective in their way of making communication with students. So the first hypothesis of this research is confirmed.

Second hypothesis said that it seems that there is a relationship between the sense of empathy and the way of behaving of the staffs with students.

Table2: The relationship between sense of empathy and the way of staffs' behaving with students

total	the way of behaving the staffs with students				quantity		Rate of feeling of sympathy
	extreme	Almost	rare	Very rare			
16	0	6	4	6		Very rare	
100.0%	.0%	37.5%	25.0%	37.5%	percent		
50	6	23	18	3		rare	
100.0%	12.0%	46.0%	36.0%	6.0%	percent		
192	69	99	24	0		almost	
100.0%	35.9%	51.6%	12.5%	.0%	percent		
72	43	24	5	0		extreme	
100.0%	59.7%	33.3%	6.9%	.0%	percent		
330	118	152	51		quantity	total	
100.0%	35.8%	46.1%	15.5%		percent	percent	
Correlation coefficient		Significance		Freedom decee		chi-Square	
.382		.				128.386	

The rate of the statistic item "extreme two" is 128,386 and its freedom degree equals to 9 with significance level of 0,000. Because the significance level is smaller than 0.01, so the second hypothesis is confirmed by 99% of certainty and 1% error. Therefore there is a meaningful relation between the sense of sympathy and the way of behaving the staffs with students. Also correlation coefficient (Kendall Tau-b) of these two equals to .382. This amount of correlation coefficient is a presentation of existence a weak relation between two variables of the sense of sympathy and the way of behaving the staffs with students. Also the correlation coefficient has positive sign which shows that by increasing the sense of sympathy in staffs their way of suitable behaving will be increased. Hence the second hypothesis of this research is confirmed.

The third hypothesis: it seems that there is a relationship between the staffs' inter-personal communication skills proficiency and their way of behaving with students.

Table 3: evaluation of the hypothesis of dominance of the staffs on interpersonal communication skills and way of their behaving with the students effective

The way of behaving of staffs with students							
total	extreme	almost	rare	Very rare			
15	0	3	8	4	quantity	Very rare	
100.0%	.0%	20.0%	53.3%	26.7%	percent	The skills of interpersonal relations with students	
46	8	24	13	1	quantity		rare
100.0%	17.4%	52.2%	28.3%	2.2%	percent		almost
171	48	96	25	2	quantity		extreme
100.0%	28.1%	56.1%	14.6%	1.2%	percent		
98	62	29	5	2	quantity	total	
100.0%	63.3%	29.6%	5.1%	2.0%	percent		
330	118	152	51		quantity	total	
100.0%	35.8%	46.1%	15.5%		percent		
Correlation coefficient		Meaningfulness level		Rate of riddance		quantity	
.390		.				104.338	
						Chi-square	

The rate of the statistic item " extreme two" is 104,338 and its riddance rate equals to 9 with meaningfulness of 0.000. because the rate of meaningfulness level is smaller than 0.01, so the third hypothesis is confirmed by 99% of certainty and 1% error; there is a meaningful relation between the techniques of effective relation with the client and the way of behaving of staffs with students. Also correlation coefficient (Kendall Tau-b) of these two variables equals to .390. This amount of correlation coefficient shows a weak relation between two variables of the proficiency of staffs on techniques of effective relations with client and the way of behaving the staffs with students. Also the correlation coefficient has positive sign which shows that by increasing the proficiency of the staffs on techniques of effective relation with the client the way of suitable behaving will be increase. Hence the third hypothesis of this research is being confirmed.

The fourth hypothesis: it seems that there is relation between the rates of the social level of staffs with the way of making relation with students.

Table 4: distribution observed redundancy and acceptable by the forth hypothesis

difference	Accepted redundancy	Observed redundancy	
-47.0	66.0	19	Very rare
-22.0	66.0	44	rare
36.0	66.0	102	almost
56.0	66.0	122	extreme
-23.0	66.0	43	So extreme
		330	total
Meaningfulness level		Rate of riddance	
.		quantity	
		115.970	
خی دو			

As it is seen in above table the rate of the statistic item " extreme two" is 115,970 and its rate of the riddance equals to 4 with the meaningfulness rate of 0.000. consider this point that the

calculated meaningfulness rate is smaller than 0.01 by the certainty of 99% we can say that the given answers do not have monotony distribution and by paying attention that the item "extreme" has the most redundancy and totality of the items "extreme" and "so extreme" in respect to the items "rare" and "very rare" have more redundancy, one can say that the fourth hypothesis based on this point that the social level of the staffs is effective in making relation with the students is being confirmed. Hence the fourth hypothesis of this research is being confirmed.

The fifth hypothesis: it seems that there is a relation between the proficiency of the staffs in effective inter-personal relation skills and increasing the rate of confidence to the students themselves.

Table5: there is a relation between dominance of the staffs in effective interpersonal relations and improvement students' confidence level toward behaving with staffs.

The techniques of effective relation with client						
total	extreme	Almost	rare	Very rare		
19	1	9	3	6	quantity	Very rare
100.0%	5.3%	47.4%	15.8%	31.6%	percent	
45	4	25	11	5	quantity	rare
100.0%	8.9%	55.6%	24.4%	11.1%	percent	Feeling of confidence
118	34	60	21	3	quantity	almost
100.0%	28.8%	50.8%	17.8%	2.5%	percent	
118	40	68	8	2	quantity	extreme
100.0%	33.9%	57.6%	6.8%	1.7%	percent	
30	18	9	3	0	quantity	So extreme
100.0%	60.0%	30.0%	10.0%	.0%	percent	
330	97	171	46		quantity	total
100.0%	29.4%	51.8%	13.9%		percent	
Correlation coefficient		Meaningfulness level		Rate of riddance	quantity	
.266		.		70.681		خی دو

The rate of the statistic item "extreme two" is 70,681 and its riddance rate equals to 12 with meaningfulness level of 0.000. because the meaningfulness rate is smaller than 0.01 so the fifth hypothesis will be confirmed by 99% of certainty and 1% of error; Therefore there is meaningful relation between the proficiency of the staffs on techniques of effective relation with client and feeling confidence to the students themselves. Also the correlation coefficient Rate (Kendall Tau-c) of these two variables equals to .266. This amount of correlation coefficient represents the weak relation between two variables of "proficiency of staffs on techniques of effective relation with client" and "feeling confidence to the students themselves. Also the correlation coefficient has positive sign which shows that the increase in proficiency of staffs in techniques of effective relation with client will increase the feeling of confidence to the students themselves toward behaving and acting with staffs. Hence the fifth hypothesis of this research is being confirmed.

Conclusion

In this handled research with the subject of inter-personal relations skills of the staff of the central department of Scientific and Applied University in behaving with the students the

following results have been emerged. It can be concluded that 34.2%, equals to 113 persons, of the responders of the question about referral to the university have chosen the item "the more"; which shows that the students refer more than 3 times to the university to ask their requests and receive their suitable answers. It can be concluded that 30% equals 99 persons of the responders have chosen the supplementary preamble item in the case of telephonic questioning, which shows this point that the problems of the students have not been solved through telephonic call. It can be concluded that 33% equals to 109 persons have chosen the supplementary preamble item in the case of responding the question of using the portal; which shows that the students didn't receive suitable answer from the portal of the university. It can be concluded that 30.6% equals to 101 persons of the responders have chosen educational services item in the case of responding to the question about the university department (official departments); which shows that the most presence and attendance of the university had been in mentioned department. It can be concluded that 45.5% equals to 150 persons of the responders have chosen the item "almost" in the case of responding to the question of posing their life problems; which shows that in order to making an effective relation the students need to pose their own life problems. It can be concluded that 39.7% equals to 131 persons of the responders have chosen the item "so extreme" in the case of responding to question of the education level of staffs; which shows that the level of staff education can be so effective in making relations. It can be concluded that 40.3% equals to 133 persons of the responders have chosen the item "extreme" in order to responding to the question about the circular and recipes; which represent the dominance of the staffs on circulars. It can be concluded that 45.5% equals to 150 persons of the responders have chosen the item "almost" in the case of responding to the question about respecting to feelings and emotions; which shows that this matter must be reinforced in order to make improvement. It can be concluded that 37.9% equals to 125 persons of responders have chosen the "almost" in the case of responding to the question about preamble of the staffs; which shows that this point must be reinforced in order to remove the ambiguity and clearing the subject through explanation. It can be concluded that 37% equals to 122 persons of the responders have chosen the item "extreme" in the case of responding to the question about the social level; which shows that the social level can be so effective in behaving, dealing and making relation. It can be concluded that 38.5% equals 127 persons of the responders have chosen the item "almost" in the case of responding to the question about the reverence of client; which shows that reverencing of the client must be reinforced as a very important factor. It can be concluded that 39.4% equals to 130 persons of the responders have chosen the item "almost" in the case of responding to the question about the behavior of the staff; which shows that the way of behaving the staffs with the students have been acceptable and reinforcement of this might leads to more suitable behaving. It can be concluded that 43.9% equals to 145 persons of the responders have chosen the item "almost" in the case of responding to the question about the tendency to make relation; which shows that this matter must be reinforced in order to make improvement. It can be concluded that 48.5% equals to 160 persons of the responders have chosen the item "almost" in the case of responding to the question about the responsibility of the staffs; which shows that the staffs can reach the point through being patient while responding the clients. It can be concluded that 38.2% equals to 126 persons of the responders have chosen the item "almost" in the case of the responding to the question about the considering the requests of the students; which shows that reinforcement of this matter is very important. It can be concluded that 47% equals to 155 persons of the responders have chosen the item "almost" in the case of responding to the question about speedup; which shows staffs can reach to the better condition by providing better and more suitable guidelines. It can be concluded that

40.9% equals to 135 persons of the responders have chosen the item " almost " in the case of responding to the question about listening to students' talks; which shows that the staffs should listen to the students patiently. Hence this matter should be reinforced in order to reach better conditions. It can be concluded that 41.8% equals to 138 persons of the responders have chosen the item " almost " in the case of responding to the question about behaving; which shows that the staffs can help the student in a better way by evaluating their way of behaving, conflicting, and appearance and talking. Hence this matter should be reinforced toward reach better conditions. It can be concluded that 41.2% equals to 136 persons of the responders have chosen the item " almost " in the case of responding to the question about producing suitable environment for talking; which shows that the staffs should produce a calm and non-stressful environment in order to provide it to the students for talking easily. Hence this matter should be reinforced in order to reach to better conditions. It can be concluded that 39.4% equals to 130 persons of responders have chosen the item " almost " in the case of responding to the question about giving the idea; which shows that the staffs can benefit from receiving the suggestions and criticisms toward make the affair procedures better. It can be concluded that 41.2% equals to 136 persons of the responders have chosen the item " almost " in the case of responding to the question about tendency and transferring positives feelings; which shows that thorough reinforcing this matter the staffs would be able to make a satisfaction feeling in students. It can be concluded that 45.8% equals to 151 persons of the responders have chosen the item " almost " in the case of responding to the question about the enjoyment of the staffs in guiding and helping process; which shows that this matter should be reinforced toward make better conditions. It can be concluded that a percent equals to 145 persons of the responders to have chosen the item " almost " in the case of responding to the question about the tendency to making relations; which represents a respective desirability. Hence this important matter should be reinforced toward make a better and more desirable conditions. It can be concluded that 41.8% equals to 138 persons of the responders have chosen the item "almost" in the case of responding to the question about exchanging the information; which represent reinforcement in a suitable environment in order to exchange the ideas and information. It can be concluded that 35.8% equals to 118 persons of the responders have chosen the item " almost " in the case of responding to the question about the recognizing the features of the students; which shows that by reinforcing of this matter that is necessary for better recognition of students' features it would be able to influence effectively on the way of making relation and dealing. It can be concluded that 37.3% equals to 123 persons of the responders have chosen the item " almost " in the case of responding to the question about relational environment based on equality; which represents the reinforcement of this matter between staffs and the students. It can be concluded that 34.5% equals to 114 persons of responders have chosen the item " so extreme " in the case of responding to the question about considering the audio-lingual balance; which represents that this matter is desirable. Generally it can concluded that interpersonal skills, educational level, social level and making the confidence sense can have effective influence on university affairs procedure and the relations between staffs and students. So reverence to the feelings and emotions of the students, suitable listening to them, providing a suitable environment to them to talk etc can be so effective on this educated group.

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