

Study the Communication Students' Views about Efficiency of Human Relations Patterns

Dr. Abdolreza Shahmohammadi¹, Elahe Amirjaamlooi²

1- Islamic Azad University, Central Tehran Branch, Department of Social Communication Sciences, Tehran, Iran

2- Islamic Azad University, Central Tehran Branch, Department of Social Communication Sciences, Tehran, Iran

Abstract

The main objective of the present research is to study the idea of the M.A. communication students about the efficiency of human relations patterns. The research method is survey type and the measurement tool is the researcher-made questionnaire. The population of this research includes all the M.A. students of 1388 and 1389 which numbered around 134 people. Cronbach's alpha rate in this research has been 0.81. The research results indicated that the students who were studied are satisfied with communicating with their friends and use positive signs and the support their friends in interpersonal communications and if their friend face any hardships, they try to put themselves in their place and adopt their view of the problem. But they seldom inform their friends of their private life affairs. They follow certain goals from making contact and use gestures and postures in their communications.

Keywords: communication, communication barriers, effective communication, efficiency

Introduction

Since the very beginning of the universe, communication has been a natural human need in interaction with others as there has been a wide range of discussions about it and there is still much more discussion to come.

In fact, the resultant of the different definitions shows that everyone defines communication, its features and its conditions within his own mind set. What is certain is that the message behind all these writings is to see, hear and comprehend the human soul from the both sides and then a communication will be established. In all times, all cultures and nationalities, and despite all the diverse social conditions throughout the world, communication and its howness and whyness has always been a matter of discussion. In different social conditions, the communication templates have also been different but the purpose of all these communications has always been to build human relations.

Although sometimes there might be some concrete purposes in mind in such communications, no matter what the goal is, it will interactively lead to communication. Since the very creation of the universe, communication has been achieved through tools, communication mechanisms, sometimes verbal and sometimes non-verbal, sometimes through pictures or writings on the wall, in the caves or on the carpets and fabric, later by using courier and as the human race made progress through writing, auditory and visual media.

In fact, the communication stereotypes in the contemporary world today is so advanced and developed that if the smallest thing takes place in the furthest point in the universe, humans in the other parts of the world will learn about that in a few seconds and establish a relation to that

1- Assistant professor, Corresponding author, abreza@gmail.com

2. M.A. Student

incident. They will react to it through happiness, sadness, sympathy, anger, etc. which shows the message has been received by the recipient.

In the contemporary world, a human without communication is dead and depressed because it is through the mobility of human relation that states like freshness, vitality, change, mobility, etc. specify and clear human's path and will make it faster to attain your goals. Today's society and the contemporary world is a society in which communication takes place even when humans are in isolation. Is it ever possible to compare today's communications through internet to the other side of the globe with the communications which were common hundreds or even tens of years ago? The answer will definitely be "no".

Today the development of the mass media tools and the everyday advancement of information and communication technology especially the internet and satellite has had great impact on communication in people's life and their social behaviors.

The social and cultural consequences of the new communication technology like fax, satellite television and internet has somehow moved the human communication to ((the second era of the media)) which is substantially different from ((the first era of the media)).

During the first era of the media, humans used to become wise, self contained and consistent in their communications and a few suppliers used to provide a lot of consumers with the messages. But in the second era of the media, digital communication makes consuming, active, dynamic, and delaminated humans and in fact the most considerable cultural consequence of the new electronic media in relation to communication is the emergence of the ultra national identity with their consumers.

Although the technological developments and progresses of communication has had positive points for mankind, it is also important to take into consideration the following point: "today, every society might confidently contend they have overcome the historical and contemporary problems resulting from communication, but within the next decades or centuries he will come to realize that technological developments bring about such unpredictable problems, confusions and consequences." (<http://mystudent.persianblog.ir>)

Methodology

The method of the current research is survey type and the measurement tool has been the researcher-made questionnaire. Population includes all the communication M.A. students of 1388 and 1389 which numbered around 134 people. The sampling method in this research has been all counting type. The external validity of this questionnaire was confirmed by the professors of this field and the questionnaire's Cranbach's alpha was equal to 0.81.

Results and Discussion

Results in association with the first Hypothesis namely said it seems that there is a significant relationship between purposeful communication and effective communication.

The two-dimensional table of distributional frequency of the relationship between satisfaction to maintain relation with friends and maintaining effective relations

Total	Satisfaction to maintain relationship				Effectiveness in maintaining relationships	
	little	Average	much	Very much	Frequency	Percent
21	1	2	9	9	Frequency	Very much
100.0%	4.8%	9.5%	42.9%	42.9%	Percent	
72	3	17	29	23	Frequency	Much
100.0%	4.2%	23.6%	40.3%	31.9%	Percent	
32	2	10	18	2	Frequency	Average
100.0%	6.3%	31.3%	56.3%	6.3%	Percent	
125	6	29	56	34	Frequency	Total
100.0%	4.8%	23.2%	44.8%	27.2%	percent	

Table of the results of chi square exam to study the relation between purposeful communication and maintaining effective relationship

Level of significantness	Degree of freedom	Amount	Exam
.062	6	12.005	chi square

The amount of chi square has been 12.005 with the freedom degree of 6 and the level of significance of 0.062. As the level of significance is above 0.05, the second hypothesis will not be confirmed; as a result, there is no significant relationship between purposeful relations and maintaining effective relationship.

Hypothesis two: a significant relationship seems to exist between sympathy and maintaining effective relationship.

Table of two-dimensional distributional frequency of relations between purposeful relations and maintaining effective relations

Total	Purposeful relation				Effectiveness in relations	
	Little	Average	Much	Very much	Frequency	Percent
21	0	8	8	5	Frequency	Very much
100.0%	.0%	38.1%	38.1%	23.8%	Percent	
72	14	17	33	8	Frequency	Much
100.0%	19.4%	23.6%	45.8%	11.1%	Percent	
32	4	13	8	7	Frequency	Average
100.0%	12.5%	40.6%	25.0%	21.9%	Percent	
125	18	38	49	20	Frequency	Total
100.0%	14.4%	30.4%	39.2%	16.0%	percent	

Table of the results of chi square exam to study the relationship between sympathy and maintaining effective relationship

kendall tau correlation coefficient c	The level of significance	Degree of freedom	Amount	Exam
.523	.000	6	61.180	chi square

The amount of the chi square is 61.180 with the freedom degree of 6 and the level of significance of .000. As the level of significance is less than 0.01, the third hypothesis is confirmed with a certainty degree of 99% and a fail rate of 1% resulting in a significant relationship between sympathy and maintaining effective relationships. The Kendall Tau correlation coefficient c these two variables is 0.523. This amount of correlation coefficient shows the average relationship between the two variables of sympathy and maintaining effective relationships. According to the two-dimensional table above, people who showed more feeling of sympathy in their relationships had a more efficient relationship with the others.

Hypothesis three: There seems to be a significant relationship between self-openness and effective relations.

Table of two-dimensional distributional frequency of the relation between sympathy and maintaining effective relation

Total	Sympathy				Efficiency in relationship	
	Little	Average	Much	Very much	Frequency	Percent
21	0	1	7	13	Frequency	Very much
100.0%	.0%	4.8%	33.3%	61.9%	Percent	
72	0	14	37	21	Frequency	Much
100.0%	.0%	19.4%	51.4%	29.2%	Percent	
32	7	19	5	1	Frequency	Average
100.0%	21.9%	59.4%	15.6%	3.1%	Percent	
125	7	34	49	35	Frequency	Total
100.0%	5.6%	27.2%	39.2%	28.0%	Percent	

Table of chi square exam results to study the relation between self- openness and maintaining effective relations

kendall tau correlation coefficient b	The level of significance	Degree of freedom	Amount	Exam
.402	.000	4	35.267	chi square

The amount of chi square is 35.267 with a freedom degree of four and the level of significance of .000. As the level of significance is less than 0.01 the fourth hypothesis is confirmed with the certainty level of 99% and a fail rate of 1% resulting in a significant relationship between self-openness and establishing an effective relation. The Kendall Tau correlation coefficient b of these two variables is 0.402. This amount of correlation coefficient indicates an average relation between the two variables of self-openness and establishing an effective relationship. According to the two-dimensional table above, people with more self-openness in their relations had more efficient relations with the others.

Hypothesis four: A significant relationship seems to exist between using positive signs (optimism) and maintaining effective relations.

Table of the two-dimensional distributional frequency of the relation between self-openness and maintaining effective relations

Total	self-openness			Efficiency in relationships	
	Little	Average	Much	Frequency	Percent
21	2	4	15	Frequency	Very much
100.0%	9.5%	19.0%	71.4%	Percent	
72	30	29	13	Frequency	Much
100.0%	41.7%	40.3%	18.1%	Percent	
32	21	8	3	Frequency	Average
100.0%	65.6%	25.0%	9.4%	Percent	
125	53	41	31	Frequency	Total
100.0%	42.4%	32.8%	24.8%	percent	

Table of the chi square exam results to study the relationship between positive signs (optimism) and maintaining effective relations

kendall tau correlation coefficient c	The level of significance	Degree of freedom	Amount	Exam
.361	.000	3	22.273	chi square

The amount of chi square is 22.273 with a degree of freedom of 3 and a level of significance of .000. As the level of significance is less than 0.01 the fifth hypothesis is confirmed with a certainty of 99% and a fail rate of 1%. As a result, there is a significant relationship between using positive

signs and maintaining an effective relation. The Kendall Tau correlation coefficient c between these two variables is also .361. This amount of correlation coefficient indicates an average relation between the two variables of using positive signs and maintaining effective relation. According to the two-dimensional table above people who use more positive signs in their relationships, maintain a more efficient relation with others.

Hypothesis five: there seems to exist a significant relationship between the use of body movements (non-verbal communication) and maintaining effective relation.

Table of two-dimensional distributional frequency of relationship between positive signs (optimism) and maintaining effective relation

Total	Optimism				Effectiveness in relationships	
	Little	Average	Much	Very much		
93	0	2	47	44	Frequency	Much
100.0%	.0%	2.2%	50.5%	47.3%	Percent	
32	1	4	25	2	Frequency	Average
100.0%	3.1%	12.5%	78.1%	6.3%	Percent	
125	1	6	72	46	Frequency	Total
100.0%	.8%	4.8%	57.6%	36.8%	percent	

Table of chi square exam results to study the relationship between the use of body movements (non-verbal communication) and maintaining effective relations

kendall tau correlation coefficient b	The level of significance	Degree of freedom	Amount	Exam
.162	.012	4	12.885	chi square

The amount of chi square is 12.885 with a freedom degree of four and the level of significance of .012. As the level of significance is less than 0.01 the seventh hypothesis will be confirmed with the certainty of 99% and the fail rate of 1%. So there is a significant relationship between the use of body movements (non-verbal communication) and maintaining an effective relation. The Kendall Tau correlation coefficient of these two variables is also .162. This rate of unity indicates a weak relation between the two variables of using body movements (non-verbal communication) and maintaining an effective relation. According to the two-dimensional table above, people who use more body movements in their relations have a more efficient relation with others.

Hypothesis six: There seems to be a significant relationship between protection-based and maintaining effective relations.

Table of two-dimensional distributional frequency of relationship between protection-based and maintaining effective relation

Total	protection-based				Effectiveness in relationship	
	Little	Average	Much	Very much		
93	0	6	51	36	Frequency	Much
100.0%	.0%	6.5%	54.8%	38.7%	Percent	
32	5	14	13	0	Frequency	Average
100.0%	15.6%	43.8%	40.6%	.0%	Percent	
125	5	20	64	36	Frequency	Total
100.0%	4.0%	16.0%	51.2%	28.8%	percent	

Table of chi square exam results to study the relationship between protection-based and maintaining effective relations

kendall tau correlation coefficient c	The level of significance	Degree of freedom	Amount	Exam
.531	.000	3	48.558	chi square

The amount of chi square is 48.558 with a freedom degree of three and the level of significance of .000. As the level of significance is less than 0.01 the sixth hypothesis will be confirmed with the certainty of 99% and the fail rate of 1%. So there is a significant relationship between protection-based and maintaining an effective relation. The Kendall Tau correlation coefficient of these two variables is also .531. This rate of unity indicates an average relation between the two variables of protection-based and maintaining an effective relation. According to the two-dimensional table above, people who had more protection-based in their relations have more efficient relations with others.

Hypothesis seven: There seems to be a significant relationship between using body movements (non-verbal communication) and maintaining effective relations.

Table of two-dimensional distributional frequency of relationship between the use of body movements (non-verbal communication) and maintaining effective relations

Total	Non-verbal communication			Effectiveness in relations	
	Little	Average	Much	Frequency	
21	6	2	13	Frequency	Very much
100.0%	28.6%	9.5%	61.9%	Percent	
72	12	25	35	Frequency	Much
100.0%	16.7%	34.7%	48.6%	Percent	
32	14	6	12	Frequency	Average
100.0%	43.8%	18.8%	37.5%	Percent	
125	32	33	60	Frequency	Total
100.0%	25.6%	26.4%	48.0%	percent	

Table of chi square exam results to study the relationship between the use of body movements (non-verbal communication) and maintaining effective relations

kendall tau correlation coefficient b	The level of significance	Degree of freedom	Amount	Exam
.162	.012	4	12.885	chi square

The amount of chi square is 12.885 with a freedom degree of four and the level of significance of .012. As the level of significance is less than 0.01 the seventh hypothesis will be confirmed with the certainty of 99% and the fail rate of 1%. So there is a significant relationship between the use of body movements (non-verbal communication) and maintaining an effective relation. The Kendall Tau correlation coefficient of these two variables is also .162. This rate of unity indicates a weak relation between the two variables of using body movements (non-verbal communication) and maintaining an effective relation. According to the two-dimensional table above, people who use more body movements in their relations have a more efficient relation with others.

Hypothesis eight: There seems to be a significant relationship between good look and maintaining effective relations.

Table of two-dimensional distributional frequency of relationship between good look and maintaining effective relations

Effectiveness in relationships	Good look				Total	
	Very much	Much	Average	Little		
Very much	Frequency	12	7	2	0	21
	Percent	57.1%	33.3%	9.5%	.0%	100.0%
Much	Frequency	20	34	15	3	72
	Percent	27.8%	47.2%	20.8%	4.2%	100.0%
Average	Frequency	9	17	5	1	32
	Percent	28.1%	53.1%	15.6%	3.1%	100.0%
Total	Frequency	41	58	22	4	125
	percent	32.8%	46.4%	17.6%	3.2%	100.0%

Table of chi square exam results to study the relationship between good look and maintaining effective relations

Exam	Amount	Degree of freedom	Significant Level
chi square	7.816	6	.252

The amount of chi square is 7.816 with a freedom degree of six and the level of significance of .252. As the level of significance is more than .252, the eighth hypothesis will not be confirmed. Consequently there is no relationship between good look and maintaining effective relations.

Hypothesis nine: There seems to exist a significant relation between gender and the effectiveness of communication.

Table of two-dimensional distributional frequency of relationship between gender and maintaining effective relations

Effectiveness in communication	Gender		Total	
	Male	Female		
Very much	Frequency	8	13	21
	Percent	38.1%	61.9%	100.0%
Much	Frequency	23	49	72
	Percent	31.9%	68.1%	100.0%
Average	Frequency	12	20	32
	Percent	37.5%	62.5%	100.0%
Total	Frequency	43	82	125
	percent	34.4%	65.6%	100.0%

Table of chi square exam results to study the relationship between gender and maintaining effective relations

Exam	Amount	Degree of freedom	Level of significance
chi square	.456	2	.796

The amount of chi square is .456 with a freedom degree of two and the level of significance of .796. As the level of significance is more than 0.05, the ninth hypothesis will not be confirmed. Consequently there is no significant relationship between good look and maintaining effective relations.

Hypothesis ten: There seems to exist a significant relation between marital status and the effectiveness of communication.

Table of two-dimensional distributional frequency of relationship between marital status and maintaining effective relations

Effectiveness in communication		Marital status		Total
		Single	Married	
Very much	Frequency	13	8	21
	Percent	61.9%	38.1%	100.0%
Much	Frequency	47	25	72
	Percent	65.3%	34.7%	100.0%
Average	Frequency	25	7	32
	Percent	78.1%	21.9%	100.0%
Total	Frequency	85	40	125
	Percent	68.0%	32.0%	100.0%

Table of chi square exam results to study the relationship between marital status and maintaining effective relations

Exam	Amount	Degree of freedom	Level of significance
Chi square	2.111	2	.348

The amount of chi square is 2.111 with a freedom degree of two and the level of significance of .348. As the level of significance is more than 0.05 the tenth hypothesis will not be confirmed. Consequently there is no significant relationship between marital status and maintaining effective relations.

Hypothesis eleven: There seems to exist a significant relation between job and the effectiveness of communication.

Table of two-dimensional distributional frequency of relationship between job and maintaining effective relations

Effectiveness of communication		Job				Total
		Governmental worker	Private sector worker	Free job	Unemployed	
Very much	Frequency	9	4	1	7	21
	Percent	42.9%	19.0%	4.8%	33.3%	100.0%
Much	Frequency	25	15	7	25	72
	Percent	34.7%	20.8%	9.7%	34.7%	100.0%
Average	Frequency	6	8	9	9	32
	Percent	18.8%	25.0%	28.1%	28.1%	100.0%
Total	Frequency	40	27	17	41	125
	percent	32.0%	21.6%	13.6%	32.8%	100.0%

Table of chi square exam results to study the relationship between job and maintaining effective relations

Exam	Amount	Degree of freedom	Level of significance
Chi square	10.213	6	.116

The amount of chi square is 10.213 with a freedom degree of six and the level of significance of .116. As the level of significance is more than 0.05, the eleventh hypothesis will not be confirmed. Consequently there is no significant relationship between job and maintaining effective relations.

Conclusion

Today, we live in a world where communicating with the others is inevitable. What is certain is that nobody is able to fulfill his common needs without getting help and aid from the others.

We always need to maintain an effective relation to understand each other's words. The misunderstandings that sometimes take place between people is due to the fact that they can't understand each other because no efficient relationship is maintained.

According to the research, it turned out there was no significant relationship between the satisfaction to maintain relationship with friends, purposeful communication, good look, gender, marital status, job and maintaining effective relationship.

But there exists a significant relationship between sympathy and maintaining a significant relationship. People who showed more sympathy in their relationships had more effective relationships with the others. There is also a significant relationship between self-openness and maintaining an effective relationship and people who showed more self-openness in their relationships had more effective relationships with the others. There also exists a significant relationship between using positive signs and maintaining an effective relationship. People who use more positive signs in their relationships have more effective relationships with others. There is also a significant relation between protection-based and effective relationships. People who showed more protection-based in their relationships had a more effective relationship with the others. There also exists a significant relationship between the body language (non-verbal communication) and maintaining effective relationships. People who used more body language in their relations had more effective relationships with others.

On the whole, the people whom we studied here were satisfied to maintain relationship with their friends, used positive signs, supported them in interpersonal interactions, followed their friends' problems and if any problems happen to their friends they will try to put themselves in their place and have their view of the problem. But they do not give much information about their private life to their friends. They follow certain goals to maintain relationships and use gestures in their communications. People pay attention to their appearance and try to look nice in their relationships. They try to have a correct comprehension of what the speaker says. They pay attention to the words of the speaker. They try to convince the listener by fluctuating their tone of speech. People also care about the other person's ideas and thoughts to make their relationship last longer.

References

- 1- Tafler, Alvin, **the future shock**, 1374, translated by Heshmat Allah Kamrani, Tehran, Simorgh publication.
- 2- Delavar, Ali, **Research methodology in psychology and educational science**, 1385, 21st publication, Tehran, Virayesh publication.
- 3- Davis, Kate, new storm, john, **Human behavior at work**, 1370, translated by mohamad ali toosi, Tehran, Governmental management educational center.
- 4- Sarookhani, Bagher, **Communication sociology**, 1382, Tehran, Etela'at publication.
- 5- Farhangi, Ali Akbar, **Human relations**, 1382, Tehran, Rasa cultural service, 7th publication.
- 6- Mohsenianrad, Mahdi, **communication studies of human relations (interpersonal, group, team)**, 1380, Tehran, Soroush publication.
- 7- <http://mystudent.persianblog.ir>

