Survey the relationship between inter personal conflict and organizational communications in personnel of physical education offices of Alborz province

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Abstract

The purpose of the study is to survey the relationship between organizational communications system and inter personal conflict in physical education offices of Alborz province. The research methodology is a descriptive and correlative and survey study. 52 of employees working in physical education offices of Alborz province were included in the sample which was randomly selected for this study. Researcher-made questionnaire and demography questionnaire were used as investigation instruments. Reliability and validity of the study instruments were confirmed through physical education experts and university professor’s opinions & The pilot study and also its internal final validity was found significant by Cronbach’s alpha coefficient. Descriptive statics and inferential statics (Levin test, Pearson correlation coefficient, kKomograph, Smirnoph test and in dependent t-test) were used in the study. result showed that there is opposite and significant relationship between organization communications system and inter personal conflict in these offices.

Keywords: organizational communications, inter personal conflict, employee.
1. Introduction

Organization as a social estate, because of fundamental goals higher that daily communications between people – and it is clear that communications & its orientation toward organizational goals are among necessary issues which were concerned by managers perceive that effective relationships with personnel & understanding their relationship motivations are effective factors in managers success in achievement of organizational designed goals. (Paul Hersi, 1984) In other words, conflict as a natural and usual part of daily lives of human is of act that human kind was familiar with it through history, but mostly because of lack of suitable management, changed to aggression and hostility. This phenomenon happens when two or more people because of differences in demands, desires, see their goals & values in contrast with each other. (Tomi, 2002). In other words, conflict is a process in which a person understands that another person effects negatively on the purposes he follows. (Slokam, 2002) Conflict almost always accompanied with anger, frustration, pain, anxiety and fear. While conflict and our concept of it have tended to negative and managed appropriately, will lead to development of organizations. (Erfort, 2002). Also, weak relationship is among main sources which makes opposition and conflict between people. Clear-sighted people all believe that human is a social being and this social nature helps him in making relationship with different faces of society. So nowadays, management of humanistic relationships and conflict are among issues that attracted concern of oranagers of organizations. While conflict in many organization is a serious issue which may not lead to dissolution, it can have unpleasant effect on function of organization (Fahim, 1385). or makes a condition in which organizations lose many of their efficient personnel. (Rabinz, 1385) Cohen believes that existence of conflict in organization is not only natural, but also it is expected in people’s relationship (Cohen, 2002) But, fundamental fact is our view about conflict and finally suggesting reasonable and appropriate solution for optimal exploitation of it. (Naser Esfehani 1381). Because of this reason, it is important to manage conflict and not suppress it only and also it shouldn’t be allowed to sharpen conflict and to be out of control. (Vertinem, 2002) As an example, Recognition of the reasons of conflict such as personal differences of people in an organization can help the managers of organization to solve many of conflicts. (Mohammad Zadeh, Mehrozan 1375, Shiri, 1380, Khosravi, 1384 & Henry, 1384). So, because the diversity and complexity of activities in physical education offices and broad spectrum of organizational communications and also situations which lead to conflict and also the undeniable role of organizations in advancement of sport ministry purposes, this study tries to survey the relationship between organizational communications system and interpersonal conflict in physical education offices personnel of Alborz province in a way that by recognizing in sufficiency of communicational system & giving information in organizations and presentation of remedial solutions can prey suitable guide line for improving communication, reduction of conflict and also raising motivation of personnel and finally efficiency of these offices an important social organization. Therefore, the main question which this study tries to answer properly is this, is there any relationship between communicational characteristics of personnel and interpersonal organizational conflict in personnel of physical education offices.
2. The Development of Hypotheses and the Meaningful Pattern

Statistical analysis was regulated in two parts. In the first part, demography features of personnel & in the second part, testing hypothesis has been done.

A) Statistical description of selective personal features of understudied participants.

From 52 of selective sample, about 26 of them were male and about 26 of them were female who 5 percent of them were under diploma, 15 percent of them were diploma, 25 percent of them had diplomacy documentation, 45 percent had B.A and to percent had M.A.

Investigation of personnel antecedent showed that 25 percent had antecedent of 10 years, 52 percent had between 10 to 20 years and 20 percent had more than 20 years antecedent. In personnel distribution based on age, 15 percent was less than 30 years, 55 percent was between 30 to 40 years and 30 percent was more than 41 years old.

B) Testing the hypothesis of study.

In this part, by the use of Pearson correlative coefficient, the relationship between variables was investigated.

1- Relationship between organization communication system and interpersonal conflict.

Based on the findings of table 1, correlative coefficient between organization communications & conflict at \( p \leq 0.05 \) was significant, so there is an opposite relationship between organizational communications and interpersonal conflict.

<table>
<thead>
<tr>
<th>Interpersonal conflict</th>
<th>variable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sample volume</td>
<td>Error amount</td>
</tr>
<tr>
<td>240</td>
<td>0.008</td>
</tr>
</tbody>
</table>

Organizational communications

2- Relationship between variable of function & interpersonal conflict.

Based on the finding of table 2, correlative coefficient between freedom of function and conflict at \( p \leq 0.05 \) was significant, so there is an opposite relationship between freedom of function and conflict.

<table>
<thead>
<tr>
<th>Interpersonal conflict</th>
<th>Variable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sample volume</td>
<td>Error amount</td>
</tr>
<tr>
<td>240</td>
<td>0.001</td>
</tr>
</tbody>
</table>

Freedom of function

3- Relationship between variable openness of communicational channels and interpersonal conflict.
Based on the findings of table 3, correlative coefficient between openness of communicational channels and conflict at $p \leq 0.05$ was significant, so there is an opposite relationship between openness of communicational channels and conflict.

Table 3. correlative coefficient between openness of communicational channels and interpersonal conflict

<table>
<thead>
<tr>
<th>Interpersonal conflict</th>
<th>variable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sample volume</td>
<td>Error amount</td>
</tr>
<tr>
<td>240</td>
<td>0.001</td>
</tr>
</tbody>
</table>

4- Relationship between variable of communications and interpersonal conflict based on the findings of table 4, correlative coefficient between formality of communications and conflict at $p \leq 0.05$ wasn’t significant so there isn’t any relationship between formality of communications & conflict.

Table 4. correlative coefficient between formality of communications and interpersonal conflict

<table>
<thead>
<tr>
<th>Interpersonal variable</th>
<th>Sample volume</th>
<th>Error amount</th>
<th>Correlative coefficient</th>
<th>Parameter variable</th>
</tr>
</thead>
<tbody>
<tr>
<td>240</td>
<td>0.082</td>
<td>-0.113</td>
<td>Formality of communications</td>
<td></td>
</tr>
</tbody>
</table>

5- Relationship between variable of one-way communications and interpersonal conflict. Based on the findings of table 5, correlative coefficient between one-way communications and conflict at $p \leq 0.05$ was significant, so there is a direct relationship between one-way communications and conflict.

Table 5. correlative coefficient between one-way communications and interpersonal conflict

<table>
<thead>
<tr>
<th>Interpersonal variable</th>
<th>Sample volume</th>
<th>Error amount</th>
<th>Correlative coefficient</th>
<th>Parameter variable</th>
</tr>
</thead>
<tbody>
<tr>
<td>240</td>
<td>0.001</td>
<td>0.519</td>
<td>One-way communications</td>
<td></td>
</tr>
</tbody>
</table>

6- Relationship between variable of effective informing and interpersonal conflict.
Based on the findings of table 6, correlative coefficient between effective informing and conflict at \( p \leq 0.05 \) wasn’t significant, so there isn’t an opposite relationship between effective informing and conflict.

Table 6: correlative coefficient between effective informing and interpersonal conflict.

<table>
<thead>
<tr>
<th>Interpersonal variable</th>
<th>Sample volume</th>
<th>Error amount</th>
<th>Correlative coefficient</th>
<th>Parameter variable</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>240</td>
<td>0.324</td>
<td>-0.064</td>
<td>Effective informing</td>
</tr>
</tbody>
</table>

3. Methodology

The method of this study by considering the main purpose of the study is descriptive & correlative which has been done as a survey. The statistical sample of this study includes all personnel of physical education of Alborz province who are about 256 people based on the report of statistic and information center of chief office of education of Alborz province. By considering the limitation of statistical population and accessibility to it, 52 people were selected as a statistical sample who were selected randomly. Data collection & the method: By considering the measurement tool which is questionnaire, after producing and adjusting & also being sure of the validity and reliability it, the questionnaire with necessary information will distribute among participants and they should give them back in a specific time. Finally, about 52 questionnaires were received & analyzed by the use of spss software version 21 with \( x \leq 0.05 \).

4. Conclusions and Suggestions

In presence of appropriate relationship, away from any kind of darkness & also organizational cooperation and sympathy are among the hidden & substructure factors which are necessary in all organization for doing responsibilities & having access to goals. Because the existence of uncommon conflict in organizations causes loss of energy and talents of personnel & instead of achieving the purposes of organization by the help of production factors & humanistic sources with suitable & reasonable combination, all leads to depression & loss in physical & humanistic investment. So sport organization such as physical education offices, for getting use of maximum physical, metal & intellectual power of personnel should recognize & remove the disruptive & annoying factors such as interpersonal conflict which causes organizational & group conflict & finally leads to reduction in productivity.

Analysis of the findings related to first hypothesis & the result of study showed that the at \( p \leq 0.05 \) was significant and also opposite. There findings agree with the findings of farhangi (1378), devin & etal (1385), teeh (1997), plowman (1998), demi (2002), jenson & etal (2003), macsitriss (2004), Harold & etal (2006), vesk & etal (2007) & prance (2007).

In other words, relationship can cause conflict.
Seyyed Javadin (1383) mentions in his study that in interpretation & perception of discourse, exchange of inexpressive information, and blusters in communicational channels are like block & obstacle for communication & are preliminaries for appearance of conflict. So it seems that if information transfer & suitable communication happens among personnel, it can cause favorable results for organization which agrees with the results of this study. It is also proved by experience that if there isn’t right communications in organization, task circulation will be disordered and there will be chaos. Coordination, planning, organization, control and other managers responsibilities without an effective communicational system won’t occur.

The analysis of the second hypothesis & the study’s results showed that there is a significant and opposite relationship between freedom of function & interpersonal conflict, which means the freedom of function in personnel of physical education offices in Alborz province leads to reduction in interpersonal conflict.

This finding doesn’t agree with Gholami’s (1378) study results which prints that there isn’t any significant relationship between freedom of function of personnel in making communication with manager’s & the personnel’s level of satisfaction. Its reson can be a lot of freedom of function that Gholami’s research participants had but this study’s finding agrees with Jin watch’s study which mentions that most of conflicts happen when two parties have different behavior & values.
References


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