

## The Investigation of Training on the Job Satisfaction of Employees of National Company Telecommunications of South Oil Places in Ahwaz

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Received: May 18<sup>th</sup> 2017, Accepted: June 19<sup>th</sup> 2017, Published: July 1<sup>st</sup> 2017

### Abstract

Access to organization purposes depends on staff ability in fulfilling duties and adapting with changeable environment. Applying education and optimizing manpower cause them to continue their activities proportional to organizational changes and environment and increase their productivity. In addition, the most important characteristic of today's organizations is alternation. We would be sacrificed in such a complex and variable environment if we would not be able to concurrent our organization, managers and staff with these changes. Then, need to organizational learning is necessary in all organization levels. So, this study examines the effect of education on staff job contentment (field study is telecommunication staff at NISOC in Ahwaz). The study has a practical purpose and descriptive- scaling method. Sample population is NISOC telecommunication staff in Ahwaz who was 150 people that 108 of them were randomly chosen by Morgan table and questionnaire was distributed among them. As the results show SIG amount of test about independent variable in order for in service educations, arrival educations, educate through conducting conferences and seminars, educate through web and social networks is 0,000. As, SIG amount is less than meaningful level five percent ( $\alpha = .05$ ) so one can say that hypothesis 1, 2, 3, 4, and 5 can be confirmed with 95 percent certainty that means there is a meaningful relationship between these variables because the correlation amount computed in these five variable is positive and there is a direct relationship between variables. So, five hypothesis above are effective on job contentment of NISOC telecommunication staff in Ahead.

### Keywords:

Managers strategic thought, systematic attitude, concentration on purpose, progress through hypothesis, intelligent opportunism, time thought, Hadishahr municipality.

### Introduction:

Organizational development and change and increasing growth of technology caused man enrich his knowledge, skill and information for rationally facing complexities and effective management of organization. From other side, currently, more than any time, survival of organizations hinges on trade-off between work administrative practices in organization with beyond-organizational changes and innovations.

This especially makes sense at commercial industries and organizations, because failure to using new technology in organization suggests losing business market and clients and consequently organization waning away (Fathi Vajargah, 2004).

Educational planning for increasing three levels of skills of managers is one of prominent solutions for success of managers for their duties and examining the needs is an inseparable part of educational planning. Satisfied and motivated human resources play a significant contribution in policies of plans. Understanding the amount of job satisfaction of employees can help managers in improvement of HR productivity. Factors of job satisfaction in any organization can vary according to its conditions (Kaye, 2004).

Any organization needs trained and expert employees that are one of the most effective factors in socioeconomic and cultural development so that it fulfills its mission (Ebrahimipour, 2012). If the employees ability of the organization live up to this need, there no need to training, yet if organization employees fail to have the required and appropriate knowledge, information and skills, they impose many financial and administrative problems to organization. Since the technology is progressing with all the haste (Judith et al, 2012), therefore specialized and expert personal also needs training a short while after their recruitment. Many senior managers of organization claim that their HR represent an actual capital in their organization, however, through a simple study, one can notice that they are not so adherent to their belief, as if we consider meeting the emotional, financial and communicational needs of HR as the keystone of human resource management (HRM) at organization, we would notice that for example one fails to pay attention to some fundamental needs of employees at organizational level such as: employee satisfaction which represent one of success secrets of organization in present-day hasty world (Cassidy BS, 2009).

HR training is a profitable investment, which its outcome is essential, and one should pay attention to it in organization in a continuous manner, because training is a rational and proper way to guide personnel efforts in organization and gives rise to drawing on the hidden talents and turning the wheel of imagination and establishing thinking flexibility in personnel (Mahmoudi, 2013). Therefore, study on the effect of training on Job satisfaction of employees is necessary more than any time.

### Problem statement:

Training for managers and personnel should be considered a daily, continuous and routine thing. However, unfortunately due to various reasons, some managers deal with training of employees in a very superficial and dismissive manner. Sometimes it has been seen that employee training are planned and put into action by some who has hardly any understanding about employee training. This causes that employee training plans, as it has been noticed in some cases end up to be hollow, scattered or purposeless and has hardly any bearing on the level of knowledge, insight and ability or the kind of behavior of employees or sometimes they bring inverse outcome (Viola, 2009). Existence of such trainings in governmental and industrial centers or other organizations decreases the motivation of employees to participate in training classrooms, and for this reason, sometimes one may see that for motivating for participating in training courses they put some merely financial bonus for employees to participate in training courses, and participants only participate in courses for taking the certificate or using perks and they may wait for the course, but when they take part in the courses, they have no shot in the arm for learning and they take part only for do the thing. Another major problem is that even if some training courses are devised and performed by experts, and they managed to reach the training goal, yet as trained employees fail to practically put what they have learnt into action in work setting, they often have to carry out the things opposite to what they have learnt, therefore they would be reluctant to training, or some conflicts emerges between them and top handlers (Abtahi, 2011).

Satisfied and motivated human resources play a significant role in progressing policies and plans. Understanding the degree of employee's job satisfaction can help managers in improving HR productivity. Factors of job satisfaction vary in any organization according to conditions of the organization.

In governmental entities which try to supply people wellness and realize the political, socioeconomic and cultural ideals, HR satisfaction plays an important role. Undoubtedly more satisfied employees have higher efficiency and can assist the organization in reaching to organizational goals. As employees are more satisfied, they do their daily tasks with higher motivation, for this reason they have greater efficacy (Mahmoudi, 2013).

Understanding important factors which bring about lack of job satisfaction in governmental entities helps the managers of governmental entities to try to eliminate these factors and to foster the factors which give occasion to job satisfaction. Therefore the concern of author is that what influence has the training on employee's job satisfaction?

#### **Study method:**

This study is descriptive-survey in terms of method, because the author tries to answer the manner of the subject and he wants to know how the phenomenon, variable, object or material is.

This study is practical in dimensions, as one draws on the results for decision making and strategic planning of natural firm of south oil regions in Ahvaz.

Descriptive studies in terms of attitude are divided into two groups of pure descriptive and descriptive.

This study is a descriptive one because it depicts what there is and also it clarifies and explains the reasons of how and why of modality of problem.

Survey study is administrating questionnaires on a sample of respondent which are selected among a population, in other word, it is surveying of a set of regular and standard methods which is used for gathering information on individuals, families and bigger groups.

In this study, statistical population is experts and managers of national firm telecommunication of south oil regions at Ahvaz with following features:

- Having University degree.
- Having at least three years of activity in national firm of south oil regions.

After specifying the size of statistical population, it is time to determining sample size. In this study, statistical population size is 150 persons. Based on Morgan table at appendix, sample size is 108 persons of experts and managers of national firm telecommunication of south oil regions in Ahvaz that questionnaire have been distributed among them.

#### **Study findings:**

Before using statistical test of study, at first one should carry out the normality test, because before any test taking place with assumption of data normality, one should establish the data normality. During data normality test, the null hypothesis suggesting that data distribution is normal is at error level of 5%. Therefore, if significance value is greater than 0.05, there is no reason to reject the null hypothesis. In other word, data distribution is normal. Data normality assumption at level of significance 5% is determined by Kolmogorov-Smirnov technic. For testing data normality, statistical assumptions are devised as follows:

$H_0$ : data distribution is normal.

$H_1$ : data distribution isn't normal.

As the SEM-based studies are based on data normality assumption, therefore firstly normality test is done. In confirmatory factor analysis (CFA) and structured equation modeling (SEM) also there is need to normality of all data, yet factors should be normal (Kelain, 2010).

(Table 1) Kolmogorov-Smirnov test

variables	number	Normal parameters		Greatest difference			Kolmogorov-Smirnov value	sig absolute
		average	SD	Absolute	Positive	Average		
On-job training	108	3.4445	0.66367	0.124	0.054	-0.122	1.345	52.0
Initial training	108	3.3985	0.76767	0.085	0.085	-0.085	0.926	0.358
Holding conference and seminars	108	2317.3	0.6601	0.126	.81	-0.142	0.911	0.351
Web-based training	108	3.5838	0.67347	0.118	0.068	-0.118	1.295	0.070
Training through social network site	108	3869.3	0.6398	0.171	0.79	-0.113	0.896	0.331
Personnel job satisfaction	108	6771.3	0.7152	0.103	0.76	-0.141	1.112	0.069

a. Test distribution is Normal  
 b. Calculated from data

As Sig value is not zero in all values and is not less than 0.05, data are normal.

**Data analysis (hypothesis test) of Pearson test and linear regression**

In this section, we examine the questions using statistical tests as follows:

1- Pearson correlation coefficient test in SPSS software is used for examining the relation of variables to each other. Pearson correlation coefficient between two random variables is defined as their covariance divided by their SD.

$$r_s = 1 - \frac{6 \sum_{i=1}^n D^2}{n(n^2 - 1)}$$

(Table 2) table of interpreting the degree of correlation of test results:

Interpretation	Correlation coefficient
Insignificant	0.00 – 0.19
Insignificant to small	0.20 – 0.39
Medium	0.40 – 0.69
High	0.70 – 0.89
Very high	0.90 – 1.00

Data analysis:

**First hypothesis**

On job training (OJT) influences on job satisfaction of employees of national firm telecommunication of south oil regions at Ahvaz.

H0: it seems that there is no statistically significant relation between OJT and job satisfaction of national firm telecommunication employees of south oil regions at Ahvaz.

H1: it seems that there is a statistically significant relation between OJT and job satisfaction of national firm telecommunication employees of south oil regions at Ahvaz.

**Fitness of first hypothesis regression model**

Therefore for examining and presenting a model between employee job satisfaction (X) and OJT (Y) one examines the indexes of fitness of model shown in following table and then, one presents the processed model.

**Correlation between variables**

Correlation between independent and dependent variables is 0.755. Coefficient of determination obtained 0.232 and this value shows that 23% change in OJT is related to employee's job satisfaction. As this value doesn't consider the degree of freedom, one uses adjusted coefficient of determination for this

purpose that is 23% in this test. As the value of Durbin Watson statistic is from 1.5 to 2.5, one can conclude the independence of remnants. Considering the

indexes mentioned above, the model is of required fitness

(Table3) Significance of Regression of OJT and Satisfaction

Model	Nonstandard coefficient		Standard coefficient	T	Sig
	B	Std. Error	Beta		
Constant value	2.461	0.201		12.272	0.000
OJT	0.351	0.052	0.482	6.734	0.000

The variable incorporated in regression equation serves as the main core of regression analysis at the above table.

Regression equation can be calculated from nonstandard coefficient column as follows:

$$\text{Job satisfaction} = 2.461 + (0.351) \text{OJT}$$

One can note that as each independent variable increase one unit, the dependent variable would increase up to written coefficient. In other term, as OJT increases one unit, SD of job satisfaction of employee's increases up to 0.351 unit, consequently the relation is positive.

T test related to regression coefficient also is shown in the table for independent variable and this value is

0.000 for this variable, consequently it influences on employees job satisfaction.

**Second Hypothesis**

Initial training influences on job satisfaction of employees of national firm telecommunication of south oil regions at Ahvaz.

H0: it seems that there is no statistically significant relation between initial training and job satisfaction of national firm telecommunication employees of south oil regions at Ahvaz.

H1: it seems that there is a statistically significant relation between initial training and job.

Significance of regression coefficient of Initial training and job satisfaction (Table4) significance of regression of initial training and employee's satisfaction

Model	Nonstandard coefficient		Standard coefficient	t	Sig
	B	Std. Error	Beta		
Constant value	2.919	0.153		19.070	0.000
Initial training	0.268	0.046	0.431	5.849	0.000

The variable incorporated in regression equation serves as the main core of regression analysis at the above table.

Regression equation can be calculated from nonstandard coefficient column as follows:

$$\text{Job satisfaction} = 2.919 + (0.268) \text{initial training}$$

One can note that as each independent variable increase one unit, the dependent variable would increase up to written coefficient. In other term, as initial training increases one unit, SD of job satisfaction of employee's increases up to 0.268unit, consequently the relation is positive.

T test related to regression coefficient also is shown in the table for independent variable and this value is 0.000 for this variable, consequently it influences on employees job satisfaction.

**Third hypothesis**

Holding conferences and seminars influences on job satisfaction of employees of national firm telecommunication of south oil regions at Ahvaz.

H0: it seems that there is no statistically significant relation between organizing conferences and seminars and job satisfaction of national firm telecommunication employees of south oil regions at Ahvaz.

H1: it seems that there is a statistically significant relation between organizing conferences and seminars and job satisfaction of national firm telecommunication employees of south oil regions at Ahvaz.

**Significance of Regression Coefficient of Organizing Conferences and Seminars And Job Satisfaction**  
(Table 5) significance of regression of organizing conferences and seminars and employees satisfaction

Model	Nonstandard coefficient		Standard coefficient	t	Sig
	B	Std. Error	Beta		
Constant value	2.876	0.173		16.592	0.000
Organizing conferences and seminars	0.237	0.044	0.404	5.402	0.000

The variable incorporated in regression equation serves as the main core of regression analysis at the above table.

Regression equation can be calculated from nonstandard coefficient column as follows:

Job satisfaction = 2.876 + (0.237) organizing conferences and seminars

One can note that as each independent variable increase one unit, the dependent variable would increase up to written coefficient. In other term, as organizing conferences and seminars increases one unit, SD of job satisfaction of employee's increases up to 0.237 unit, consequently the relation is positive.

T test related to regression coefficient also is shown in the table for independent variable and this value is

0.000 for this variable, consequently it influences on employees job satisfaction.

**Fourth hypothesis**

Web-based training influences on job satisfaction of employees of national firm telecommunication of south oil regions at Ahvaz.

H0: it seems that there is no statistically significant relation between web-based training and job satisfaction of national firm telecommunication employees of south oil regions at Ahvaz.

H1: it seems that there is a statistically significant relation between web-based training and job satisfaction of national firm telecommunication employees of south oil regions at Ahvaz.

**Significance of regression coefficient of web-based training and job satisfaction**  
(Table 6) significance of regression of web-based training and employee's satisfaction

Model	Nonstandard coefficient		Standard coefficient	t	Sig
	B	Std. Error	Beta		
Constant value	16.732	2.959	0.177		16.732
Web-based training and job satisfaction	4.815	0.258	0.053	0.366	4.815

The variable incorporated in regression equation serves as the main core of regression analysis at the above table.

Regression equation can be calculated from nonstandard coefficient column as follows:

Job satisfaction = 2.959 + (0.258) web-based training

One can note that as each independent variable increase one unit, the dependent variable would increase up to written coefficient.

In other term, as web-based training increases one unit, SD of job satisfaction of employee's increases up to 0.258 unit, consequently the relation is positive.

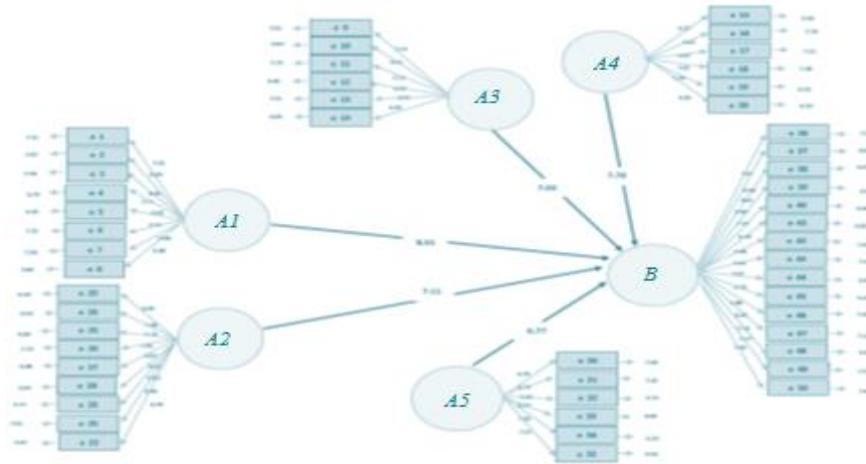
T test related to regression coefficient also is shown in the table for independent variable and this value is 0.000 for this variable, consequently it influences on employees job satisfaction.

**Fifth hypothesis**

Training through social network site influences on job satisfaction of employees of national firm telecommunication of south oil regions at Ahvaz.

H0: it seems that there is no statistically significant relation between training through social network site and job satisfaction of national firm telecommunication employees of south oil regions at Ahvaz.





**Results**

As the information showed, SIG value of test regarding independent variables for OJT, initial training, training through organizing conferences and seminars, web-based training and training through social network site is 0.000 and as obtained SIG is smaller than significance level 5% ( $\alpha=0.05$ ), consequently, one can say with 95% confidence that hypotheses 1,2,3,4 and 5 are confirmed. That is, there is a significant relation between variables and as correlation value among these five variables is positive, there is a direct relation between variables. In other word, above five hypotheses influence on job satisfaction of national firm telecommunication employees of south oil regions at Ahvaz.

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