The impact of Behavior Excellence courses on communication skills of NAJA employees

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ABSTRACT

The aim of this study was to evaluate the effects of treatment on, communication skills of NAJA employees. The sample were consisted of 40 NAJA personnel of the city of Abadan (experimental group) and 40 city NAJA personnel behbehan (control group), that were selected such as multi-stage random sampling in two experimental and control groups. Measurement Tool was Queen dom communication skills questionnaire (2004).to implemented in the first, Of both groups, was taken pre-test. then the experimental group were trained in 12 session for 32 hours .then was taken after 3 months from both groups post test .Analysis of data was done using multivariate analysis of covariance (MANCOVA) and a variable analysis of covariance (ANCOVA), the significant level 0.05. The results showed that excellence conduct training courses on communication skills had a significant effect.

Keywords: behavior excellence, communication skills, NAJA employees.
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INTRODUCTION

Police force organization is one of wide organizations that the bulk of its activity is relies on human power. and police manpower are called to a collection that Iran's Police force responsible for maintaining order and security and is suppliers public safety and security its mission is to prevent crime than pursuing and arresting of offenders and take action in the delivery police services to the people .Police Training Division in terms of its intrinsic duties, is the custodian of policymaking, planning and coordination of training in the police; In addition, it is responsible for: providing educational resources courses " complementary access Specialized," " short-term Specialized" and "Service training". and in recent years Is trying To achieve the organizational goals with standardization and behavior excellence of its staff, will enhance the quality service delivery to the people. This is why the police force in recent years with the development of standardization guidelines, and excellence in employee behavior has decided to is put On the configuration and definition of oral literature of officers in the form of : coordination practices and the so-called standard and so attract the the general public satisfaction, and precipitate achieve the set goals to way effectively [1].purpose of employee behavior excellence training, is the increase people satisfaction of police performance through behavioral and communication professional skills training of staff. and as well as identification and employing susceptible people and provide load full training, will be Help them in line with the honesty and validity and reliability, standardization, and behavior excellence .and in continue: be provided necessary Substrate for motivate and reinforce police good behavior , according to religious instructions [2].the most fundamental Spiritual capital in an organization, is the human resources and this makes for optimized taking advantage of this precious capital, managed the way application of he. If it is accepted that people are most important wealth of an organization, and if this subject is reality that employees of any organization are most determining factor in the development survival and excellence of its,so it must be said creating the best conditions and maximum organization productivity, is depends on expand the ability and training quite talent the external and internal employees. Human is the Productivity Center and all organizations that have any type of mission Should the most funds, time and plan will be Allocate to human development of different aspects.

Jamal Zadeh, Golnoosh, (1392) in his study in which: was done investigate the effectiveness of group training, Interpersonal communication skills, on self-efficacy and job burnout on the Social Security Organization Staff of Mashhad , Came to the conclusion that interpersonal communication skills training can cause reduce staff job burnout and is increased general self-efficacy [3] .Salehi, Reza. (2013), in his study, with the name impact of leadership style and communication skills of managers on employee job satisfaction of Bank Middle East came to the conclusion that the style of leadership and communication skills of managers is effective on employee job satisfaction Bank of the Middle East[4].Zolfaghari, H, Faal, S, (2014), in his study examines the relationship between communication skills of of commanders and managers employee organizational commitment came to the conclusion that: there is a significant relationship Between the command communication skills and management and organizational commitment of employees [5]. Gibson (2014) is paid To study the everyday lives of police officers participant in compressed work shifts, and came to the conclusion that Job dissatisfaction in unhealthy subjective well-being is leads to eating different habits, stress, anxiety, negative impact on the family activities, lack of efficacy during job scheduled and shift work [6].Yardley (2013), At reviews, the role of standard education department, as a state agency that provides training for police design a training program that will increase by Its the police communication skills , Results Research is suggests mental health care, more officers and more Effectiveness of police department[7]Spivak (2013),has been discussed to study practices of police communicate with people with mental disabilities .despite the too much emphasis on calling the police, and symptoms of related with communication difficulties, Hasnt been observed high ability in communicate with this people [8].

MATERIALS AND METHODS

This research is conducted to the experimental way, with the Plan: pretest -posttest with a control group. In this research in order to establish a causal relationship, were replaced. accidentally in experimental group and control group. population of the study was included all of security forces personnel in Khuzestan. Sampling method is based on a multistage random sampling. sample were placed of 40 persons from personnel of Abadan in the experimental group and 40 persons from personnel Behbahan, in the control group. after random assignment experimental and control groups, from all participants were taken a pre-test. experimental group have participated in 11 sessions of 2 hours as below.

First session: Introduction employees with training courses programs and methods of its holding and conducting pre test. second session: Islamic ethics, third session: Communication skills, Fourth Session: anger control, Fifth Session: Stress Management, sixth : protecting employees, seventh : happiness and vitality in the workplace, eighth vitality within the family, ninth and Tenth : Display the good and bad police , the eleventh session: Closing program. after three months of end of sessions, questionnaires communication skills was administered as the posttest

RESULTS

Descriptive findings:
Descriptive findings of this research include statistical indicators such as mean, standard deviation and the number of participants for research variables are presented in Table 1.

Table 1: Mean and standard deviation of scores of self-efficacy, communication skills and self-restraint, experimental and control groups in pretest and posttes

variable	the level	Statistical Indicators group	average	Standard deviation	Number
self-efficacy	pre-exam	experiment	43.58	3.78	40
		Witness	45.95	3.62	40
	After the test	experiment	57.85	5.27	40
		Witness	44.50	3.67	40
Communication skills	pre-exam	experiment	94.15	6.44	40
		Witness	93.08	5.58	40
	After the test	experiment	105.33	4.85	40
		Witness	94.30	5.09	40
Communication skills in the field the ability to receive and send messages	pre-exam	experiment	25.42	2.53	40
		Witness	24.28	2.77	40
	After the test	experiment	29	2.51	40
		Witness	24.63	2.79	40
Communication skills in the field of emotional control	pre-exam	experiment	25.23	2.70	40
		Witness	25.10	2.70	40
	After the test	experiment	27.88	2.91	40
		Witness	25.32	2.50	40
Communication skills in the field of listening	pre-exam	experiment	15.83	2.03	40

		Witness	16.45	2.06	40
	After the test	experiment	17.20	1.77	40
		Witness	16.58	2.30	40
Communication skills in the field of insight into the communication process	pre-exam	experiment	13.67	2.21	40
		Witness	13.10	1.95	40
	After the test	experiment	15.90	2.02	40
		Witness	13.58	1.96	40
Communication skills in the field of relation combined with certainty	pre-exam	experiment	14.00	2.14	40
		Witness	14.15	2.47	40
	After the test	experiment	15.35	2.27	40
		Witness	14.20	2.34	40
Continence	pre-exam	experiment	93.02	9.37	40
		Witness	86.00	6.46	40
	After the test	experiment	103.27	4.90	40
		Witness	88.07	5.12	40

Findings of the research hypothesis:
This research is includes the following hypotheses, that each hypothesis with the results of the analysis is presented in this section. before examine the hypothesis. For observance of default of equality of variance of the study variables, is used levine test which its results are presented in Table 2.Also results of Kolmogorof Smirnoffor default normality of the distribution of scores in the population , and results of testing default homogeneity of regression slopes for the variables is shown in Tables 3 and 4.

Table 2: Levine's test results on the default of equal variances of the research variables between the two groups in society

variable	F	The first the degree of freedom	The second the degree of freedom	Significance level
Communication skills	1.63	1	78	0.204
Component ability to receive and send messages	0.410	1	78	0.524
Components of emotional control	0.130	1	78	0.719
Component Listen	0.001	1	78	0.982
Component insight into the communication process	0.955	1	78	0.331
Its components combined with determination	1.03	1	78	0.312

As can be seen in Table 2, the null hypothesis was confirmed for equality of scores variances of the two groups, in there search variables .means was confirmed assumption of equality of score variances in both experimental and control groups .However, when is equal the samples size , meaningful of Levin test , will not have a significant impact on nominal alpha level.

Table 3: Results of the Kolmogorov-Smirnov test about : Before assuming normal distribution of scores of communication skills

variable	Group	Kolmogorov-Smirnov			Group	Kolmogorov-Smirnov		
		Statistics	Degrees of freedom	Significant		Statistics	Degrees of freedom	Significant
Communication skills	experiment	0.115	40	0.199	Witness	0.093	40	0.200
The ability to get components of emotional control		0.117	40	0.183		0.106	40	0.200
Components of emotional control		0.131	40	0.083		0.134	40	0.069
Component Listen		0.132	40	0.075		0.130	40	0.086
Its vision components		0.133	40	0.071		0.130	40	0.088
Its components are firmly		0.125	40	0.117		0.109	40	0.200
Continence		0.134	40	0.068		0.100	40	0.200

As seen in Table 3, The null hypothesis is confirmed for the normal distribution of scores of both groups in the research variables. Means was confirmed default the normal distribution of scores in the pretest and in the both experimental and control groups.

Table 4: Default Results of testing homogeneity of regression slopes of research variables of the two groups in society

variable	Source changes	F	Significant
Communication skills		0.005	0.944
The ability to get components		1.25	0.267
Components of emotional control	Interaction Group * pre-test	0.196	0.659
Component Listen		1.08	0.300
Its vision components		1.21	0.273
Its components are firmly		0.383	0.538

As seen in Table 4, F interaction is not significant for all research variables. Therefore, is confirmed the assumption homogeneity of regression .

Hypothesis: behavior excellence training has impacted on communication skills NAJA personnel .

Hypothesis components
1: Teaching behavior excellence affect on communication skills, in the field ability to receive and send messages NAJA personnel.
2: Teaching behavior excellence affect on communication skills, in the field Emotional control employees NAJA personnel.
3: Teaching behavior excellence affect on communication skills, in the field listen NAJA personnel.
4: Teaching behavior excellence affect on communication skills, in the field Insight into the the connection process NAJA personnel.
1: Teaching behavior excellence affect on communication skills, in the field Communication combined with certainty NAJA personnel.

Table 5: results of covariance analysis one way, in the context of MANCOVA on post-test scores of communication skills with pre-test experimental and control groups.

variable	Source changes	Sum of squares	Degrees of freedom	The mean squares	F	Level Significant p	Chi Eta	statistical power
Communication skills	pre-exam	102.42	1	102.44	4.35	0.040	0.05	0.540
	group	2233.90	1	2233.90	94.99	0.0001	0.56	1.00
	Error	1663.66	75	23.51				

As seen in Table 5, By controlling the pre-test, can be seen a significant difference between the NAJA employees, the experimental group and the control group in terms of communication skills (F<94.99 and P< 0.0001) ,Therefore, the hypothesis is confirmed.

Table 6: Results of multivariate analysis of covariance (MANCOVA) on the average post-test scores of aspects of communication skills for employees, experimental and control groups, with Control pre-test

Name Test	amount	DF Hypothesis	DF Error	F	Level Significant(p)	Chi Eta	statistical power
Testing the effects of Pylayy	0.595	5	69	20.27	0.0001	0.59	1.00
Wilks Lambda test	0.405	5	69	20.27	0.0001	0.59	1.00
Hotelling trace test	1.46	5	69	20.27	0.0001	0.59	1.00
The biggest test root	1.46	5	69	20.27	0.0001	0.59	1.00

As presented in Table 6by controlling the significant levels pre-test All tests indicate that there is a significant difference between NAJA employees experimental and control groups at least one of the dependent variables (components of communication skills) (F=20.27 and P< 0.0001).

to realize the this point: that in terms of , what variables are differences between the two groups, was conducted five one-way ANOVA within the context of Manoawhich results are shown in Table 7.the amount of the effector difference is equal to 0.59, this means that 59 percent of individual differences in post test scores of communication skills components is related to the effect behavior excellence courses (group membership) .Statistical power is equal to 1.00.In other words, isnt exist the possibility of a Type II error.

As is shown in Table 7 by controlling pre-test between the experimental group and the control group is a significant difference in terms of ' communication skills in the field the ability to receive and send messages (F=48.36 and P<0.0001).therefore is confirmed first component of the hypothesis . by controlling the pre-test, between NAJA employees experimental group and the control group in terms of communication skills in the field of emotional control can be seen a significant difference (F=16.75 and P<0.0001). thus, is confirmed the component of Hypothesis 2.by controlling pre-test between NAJA employees the experimental group and the control group in terms of communication skills in the field of listening Is not observed differences significant (F=2.28 and P<0.05). thus component of hypothesis 3 cannot be confirmed. . by controlling the pre-test, between NAJA employees experimental group and the control group in terms of communication skills in the field of Insight into the communication process can be seen a significant difference (F=25.20 and P<0.0001). thus, is confirmed the component of Hypothesis 4). thus, is confirmed the component of Hypothesis 4. by controlling pre-test between NAJA employees the experimental group and the control group in terms of communication skills in the field of listening Is not observed differences significant (F=2.80 and P>0.05). thus component of hypothesis 5 cannot be confirmed.

Table 7: Analysis of covariance one-way in the context MANCOVA, on post-test mean score of police staff communication skills components of the experimental and control groups, With the control of pre-test

variable	Source changes	Sum of squares	Degrees of freedom	The mean squares	F	Level Significant p	Chi Eta	statistical power
The ability to receive and send	pre-exam	19.84	1	19.84	3.02	0.086	0.04	0.404
	group	318.67	1	318.67	48.63	0.0001	0.40	1.00
	Error	476.30	73	6.55				
Control emotions	pre-exam	22.21	1	22.21	2.95	0.090	0.04	0.397
	group	125.76	1	125.76	16.75	0.0001	0.18	0.981
	Error	547.95	73	7.50				
listen	pre-exam	8.43	1	8.43	1.93	0.169	0.02	0.278
	group	9.96	1	9.96	2.28	0.135	0.03	0.319
	Error	319.06	73	4.37				
Insight into message	pre-exam	5.98	1	5.98	1.48	0.228	0.02	0.225
	group	101.88	1	101.88	25.20	0.0001	0.25	0.999
	Error	295.15	73	4.04				
Its boldly	pre-exam	0.381	1	0.381	0.381	0.072	0.01	0.058
	group	14.86	1	14.86	2.80	0.098	0.04	0.379
	Error	387.28	73	5.30				

Lateral Findings

In this section are referred to some of the adverse findings. In order to determine the effects of age and the results was used of analysis of covariance . In this analysis, if the control variable is to change the outcome comparing two groups, reflects the effect of the control variables otherwise, the control variables have no effect on results and the difference is solely due to the testing. In other words: if in comparing two groups using analysis of covariance was no significant difference but with analysis of variance and landing control variables, differences between the two groups is significant. Indicating that the control variables have influenced the results.

Table 8: analysis results covariance to compare the posttest scores, communication skills employees, experimental and control groups, with individual control features

variable	Degrees of freedom	Degrees of freedom	The mean squares	F	Level Significant p
Control (pre-test)	75.16	1	75.63	3.14	0.080
Control (Age)	67.19	1	67.19	2.79	0.099
Control (work experience)	56.15	1	56.15	2.33	0.131
Control (education)	4.04	1	4.04	0.168	0.683
Control (marital status)	33.74	1	33.74	1.40	0.240
Independent (the "experimental and control	1083.27	1	1083.27	45.03	0.0001
Error	1756.05	73	24.05		

As can be seen in Table 8 by controlling individual characteristics between NAJA employees experimental group and control group, there are significant differences in terms of communication skills and this shows that age, work experience, education level and marital status has no effect in the difference in groups communication skills.

DISCUSSION AND CONCLUSION

Hypothesis: behavior excellence training, have impacted on communication skills of NAJA employees. by controlling the pretest between NAJA employees experimental group and control group, can be seen a significant difference in terms of communication skills. As well as in the field of components of communication skills (receiving and sending messages, control of emotions, listening, insight into process of communicating, connecting with decisiveness), there is a significant difference in three components: Sending messages, controlling perceptions and process of communicating. and difference is not significant in the other two components, which includes listening and communicating with certainty so cannot be confirmed the components of the hypothesis 3 and 5 .In explaining this hypothesis can be said that holding training courses of behavior excellence , according to the average of NAJA experimental group employees communication skills compared to the control group mean, has been cause increased communication skills experimental group .In other words, 56 percent of individual differences in posttest scores of communication skills is the impact Holding training courses of behavior excellence and holding These training courses makes that People become familiar with the appropriate ways to create these skills in their and they can strengthen it on your own. This result is consistent with the results of the research Yardley (2011) [7], Salehi, (2013) [4], Kazemi (2012) [1] , Baseri (2009) [9] , Spivak (2013) [8], Jamal Zadeh (2013) [3], Ashrafi rize, Amraei, Papi, Bahrami and Samuoi (2001) [10].

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