Examining the Relationship between Official Support As Well As Telecommunication and Improvement of Decision-Making among the Employers and Managers of Organization  
(Case Study: West Azerbaijan Maskan Bank)

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ABSTRACT: The aim of the present study is to examine the relationship between official support as well as telecommunication and improvement of decision-making among the employers and managers of organization in West Azerbaijan Maskan Bank. The statistical population comprises of all 322 employees working in West Azerbaijan Maskan Bank. Using Cochran formula, the sample size was determined as 175 who were chosen using stratified random sampling method. To collect the data, official support and telecommunication as well as decision-making questionnaires. The reliability of the questionnaire was determined as 0.849. Having collected the required data, statistical analysis tests (Kolmogorov-Smirnov and Spearman correlation coefficient) were employed. The results obtained from regression test indicated that there was a relationship between official support as well as telecommunication and improvement of decision-making among the employees and managers of organization.

Keywords: Official support and telecommunication, improvement of decision-making

Review of literature

Any type of system developed in information system based on the computer acts he same as an organism which is born, gets grown, matures and dies. Such a process is called the system living circle and involves the following stages: planning, analysis, designing, implementing, and employing. The living circle requires the crossing of standard stages which require management-based activities. The system might be less effective when facing technical issues or other mistakes. Also, it is probable that the drawbacks increase for the new-developed system. The ultimate stage of the living circle of system is its alternative state and the lifelong of the stages differs across the systems (Mirmojrebian & Dadbin, 2008).

Regarding the development of different products as well as the organizational services along with the severe competition among them, the organizations confront the changing. The ultimate success and the remaining of organizations depend largely on the capability of organization to attract and employ new information and knowledge so that they can generate advantage in organization. Hence, organizations seek for the establishing of appropriate management dealing with information systems so that they can offer the information and knowledge pertinent to new technologies. The information system is concerned with the collection, processing, storing, analyzing and distribution of information for a particular target. The information system is categorized by input and output. Such a system processes the inputs through the use of specific technologies such as computer and sends the outputs to the users of other systems through the use of electronic networks (Alahgolizade & Azari, 2010).

The official automation involves the use of electronic devices in official activities in an attempt to increase the efficiency. Such a a system is categorized by enjoying expanded range of instruments such as the webpages and key processors. Official automation systems (OAS) assist the people to register and calculate their daily affairs in an effective way (Yazdani et al., 2010).

The management information system involve a number of drawbacks for which decision support system have been suggested. The management information system is not developed to support personal issues for each manager. Such a weakness in management information system led to the acts which resulted in decision support
system. The decision support system is defined as system based on the computer with an aim to make decision or semi-structured problem solving on the part of the managers on each organizational levels (Mehrafshan, 2003). The support system forms the output in the form if periodical reports or the results of mathematical simulations. Steven et al. identified six types of decision support system followed by studying fifty six institutes. The simplest decision support system assist the manager through enabling the recovery of information from the database. The most complex decision support system makes decisions partially for the manger (Kiarostami, 2013).

The official automation involves all formal and informal electronic systems which deal with the interpersonal and intrapersonal information communications. The official information systems support the official affairs via the use of information technology. Modern information systems are among the management information systems (MIS) which suggest instruments for communicating and synchronizing the affairs among the knowledge-based workers through establishing effective management and electronic meetings (Mahdavi & Mosavinejad, 2011).

**Direct advantages of official automation**

The increase of production and time-saving or workforce are among the advantages which might impose direct and short-term effect on the liquidity which involve:

- Better controlling of work due to the work division of work force
- Changing the information to other types occurs less such as the writing on the trips followed by its written form on the paper
- Non-generating activities such as storing, retaining the records and synchronizing happen less
- Organization of non-generating materials such as storing, keeping the record and synchronizing get less (Movahedi & Abesi, 1998).

**CONducted studies**

Amirehsani and Parsa (2010) examined the effect of biorhythm theory on the development of econ on the part of industrial managers for the automation execution across procuring sectors. Biorhythm is regarded as the new issues in the field of identifying ergonomic of people's minds in an attempt to investigate the physical and spiritual dimension of personnel, leading to the effective solution-offering to reduce the natural events derived from the daily mistakes. Since few studies have concentrated on the birth and internal times of people so as to inform the industrial managers across procuring sectors to decision-making dealing with automation execution, the study was conducted to address the introduction of biorhythm and its importance in decision-making process of managers. The performance of workers in car Supply Company was controlled very determined interval in relation to the biorhythm effect on their performance. Such an affair led to the fact that the real performance and its accuracy could be examined in relation to the proper use of personnel or implementation of particular levels of industrial automation.

In a similar study, Mahdavi and Mosavinejad (2011) explored the influence of ethical conditions on decision-making of financial managers among the executional departments of Fars. The study was that of survey. To examine the relationship among the variables, Pearson correlation coefficient and linear regression were used to test the statistical hypotheses. The results indicated that there was no significant relationship between ethical intensity and ethical conditions as well as the decision-making of financial manager. It seemed that the execution managers of Fars were not familiar with the ethical concepts and followed their personal attitudes when it came to observing the technical considerations in working context.

Dijohnson et al. (2011) drew their attention toward the investigation of five coal mines among 153 miners. The concluded that there was a significant relationship between management information systems and productivity so that the use of systems by the workers could increase their awareness of task.

In another study, Peterson et al. (2005) examined the association between managing the human resources and the use of management information systems. The results posited that there was a relationship between the two variables.

**Research hypotheses**

There is a significant relationship between official support and improvement of decision-making among the employees and managers of West Azerbaijan Maskan Bank.

There is a significant relationship between telecommunication and improvement of decision-making among the employees and managers of West Azerbaijan Maskan Bank.
MATERIALS AND METHODS

The study was that of the survey. The statistical population comprises of employees working in West Azerbaijan Maskan Bank and the questionnaires were distributed among 175 participants. The questionnaires involved 45 items developed on Likert-five scale items.

RESULTS

Using descriptive statistics, the demographic features of the participants were embarked on. The job experience of the participants were 10-15, 15-20, 1-5, and 20-30 years, respectively. The levels of education were master of art, diploma and doctor of philosophy. Also, 82.3% of and 17.7% of the subjects were male and female, respectively. Also, the highest age range was 30-39 years.

Hypothesis 1: There is a significant relationship between official support and improvement of decision-making among the employees and managers of West Azerbaijan Maskan Bank. To determine the type of comparative test, normality status of variables are examined using Q-Q plot.

As the diagram above shows, there are some plots deviated from the line. Hence, the behavior of data does not follow the normal distribution. Since the afore-mentioned results is not the normal one, Kolmogorov-Smirnov test is used.

<table>
<thead>
<tr>
<th>Official support</th>
<th>Kolmogorov-Smirnov statistic</th>
<th>number</th>
<th>Level of significance (2-tailed)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2.295</td>
<td>175</td>
<td>0.000</td>
</tr>
</tbody>
</table>

Since the level of significance for the K-S test is less than 0.05, one can concluded that the data are distributed in a non-normal way. In addition, to examine the relationship between the two variables, Spearman correlation coefficient is employed.
Table 2. Examining the relationship between official support and improvement of decision making among the employees and managers

<table>
<thead>
<tr>
<th>Official support</th>
<th>Spearman correlation coefficient</th>
<th>Level of significance</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>0.151</td>
<td>0.046</td>
<td>175</td>
</tr>
</tbody>
</table>

Since the level of significance is less than 0.05, null hypothesis rejected. That is to say that there is a relationship between official support and improvement of decision making among the employees and managers. In addition, Spearman correlation coefficient is 0.151, so there is a strong positive correlation between the two variables.

Hypothesis 2: There is a significant relationship between telecommunication and improvement of decision-making among the employees and managers of West Azerbaijan Maskan Bank.

To determine the type of comparative test, normality status of variables are examined using Q-Q plot.

As the diagram above shows, there are some plots deviated from the line. Hence, the behavior of data does not follow the normal distribution. Since the afore-mentioned results is not the normal one, Kolmogorov-Smirnov test is used.

Table 3. Kolmogorov-Smirnov test for telecommunication variable

<table>
<thead>
<tr>
<th>telecommunication</th>
<th>statistic</th>
<th>number</th>
<th>Kolmogorov-Smirnov Level of significance (2-tailed)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2.410</td>
<td>175</td>
<td>0.000</td>
</tr>
</tbody>
</table>

Since the level of significance for the K-S test is less than 0.05, one can concluded that the data are distributed in a non-normal way. In addition, to examine the relationship between the two variables, Spearman correlation coefficient is employed.
Table 4. Examining the relationship between official support and improvement of decision making among the employees and managers

<table>
<thead>
<tr>
<th>Telecommunication</th>
<th>Spearman correlation coefficient</th>
<th>Level of significance</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>0.298</td>
<td>0.000</td>
<td>175</td>
</tr>
</tbody>
</table>

Since the level of significance is less than 0.05, null hypothesis rejected. That is to say that there is a relationship between telecommunication and improvement of decision making among the employees and managers. In addition, Spearman correlation coefficient is 0.298, so there is a strong positive correlation between the two variables.

REFERENCES


