

Assessment the impact of ICT on the psychological security of staff, Case Study "Sanandaj official site"

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ABSTRACT

This study aimed to investigate the effects of ICT on psychological security personnel of Kurdistan official site were done. The statistical population of the study was all staf of Kurdistan official site. Using Stratified random sampling convention 210 persons were selected an survey. The research method was descriptive correlative. Data collection tool was IT And psychological security questionnaires. Content validity of the questionnaire according to the Masters View, and their reliability using Cronbach's alpha for psychological security (69/0) and Information Technology (75/0) was calculated. Data were analyzed by using correlation and multiple regression that Results showed. Between ICT and psychological security relationship was not significant, However, between the IT and Finance Executive (-.173) and production and operations (-.200) a significant negative correlation was found. The influence of these two factors on psychological security in level $P < 0/05^*$ was significant. In the end results were discussed.

KEYWORDS: information and communication technology, physical security, administrative sites of Sanandaj.

INTRODUCTION

In today's world, organizations are moving towards Process based and Management attention was focused on enterprise processes. As a result, information technology, a powerful agent for this changes. Organizations to increase the integration and standardization of processes, accelerating globalization, restructuring and frequent changes in business needs to the IT makhmali (2013) [1]. The development of information and communication technology (ICT) such as computers, communication networks, software and communications hardware, administrative, technical and... had to fundamental changes in the areas of economic and social causes. The development that ICT caused in institutions, organizations and different institutions has directly affected people's work and personal life and organization. In fact ICT, inclusive collection, organization, storage, dissemination and use of information in audio, video, graphics, text, number, etc, that using computer tools and telecommunications. It consists of hardware, software, human resources, information management, production and maintenance that which interact with each other, and create a spatial information stored in the system significant. Fathi and Sobhaninejad (2009) [2]. This definition is similar to the Mantel (2006) view that definition the information technology of gathering, storing, organizing, processing and dissemination of information, including sound, image, text or number that is done by means of computer and telecommunications (Sobhani et al, 2013).

The most important feature of ict is that continuously increased technological capabilities and reduce the cost of using them. At present, investment in this sector is significantly faster. Sobhani et al (2013) [3]. Effective and integrated information systems that can cover all activities and tasks in an organization and timely provide the necessary information to the users, Are useful tools for organizations to increase their capabilities, improved performance, better decision making and gain a competitive advantage. Ghasemi et al (2012) [4]. Information and communication technology when Entering into human life, accelerate and better achieve to the objectives, and this has led to their use in organizations. Despite tremendous advances in the field of technology and information technology, is still human resources in any organization, the most important and valuable resource, and is a major audience of information technology. However, the important thing is that the spread of information technology in organizational, addition to the positive effects: including the development of professional skills and organizational innovation. soltani (2007) [5] Improve the performance of the organization (Xiao, 2008, Ghasemi et al., 2012, movahedi and motamedi, 2011) [6] [4] [7], Human Resource Development (Payndani, 2014, essa Khani, 2013) [8] [9], Can have a negative impact. One of the most important variables related to ICT and development organizations is psychological security and a sense of security in the organization. In terms Jesyl (2010) psychological security Refers to climate protection, open, flexible, non-threatening, reliable interpersonal relationships, group dynamics and dynamic management style in the organization (shohodi & hasani, 2013) [10].

In terms of coomb (2010) emotional security create a sense of confidence in the team, so that able to express their opinions, comfortable, and are not afraid interrogated and threatened. In addition, this confidence Due to mutual respect

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and trust among the members of the group, In other words psychological security has a state of mind and mental that created by organizational climate and organizational structure .According to Tynan (2005), the psychological security was a person's feeling of security in relation to the other person. However, both individually and as a group, psychological security and confidence of mental, based of creativity and innovation and superior products to the organization. Sense of psychological security, the most powerful and most effective way to encourage creative and personal characteristics in order to try and achieve superior science based and technology, innovation, initiative and creativity, mental peace and security of the person and the family, career and professional, social, and economic. Afrooz (2004) [11]. Considering the importance of the organization as well the development of ICT and its impact on the framework and structure of the organization and within groups, the impact factor of individual and group psychological security and safety within the organization has changed. IT with adjusting business processes, improving productivity and service quality as well as maintaining a comprehensive database of customers, suppliers, employees and processes and projects will be the development of the organization. Moahedi et al (2011) [7]. The rapid growth in communication infrastructure in recent decades and the development of amazing satellite and computer technology created a situation which, according to many experts believe, the world entered a new era in which it called information age. Growing need for various forms of information, caused that human societies life heavily dependent on the timely flow of information and awareness. Access to this information is a vital element in all sectors AJILI, et al (2013) [12].

Such growth in the field of information and communication technology has caused to widely change in the face of the organization, as a result of this change, both positive effects and negative effects, and had implications for organizations. Positive effects can be refer to cases that ict where the velocity of information and accuracy of computing technology and organizational structure change (toward a more flat structure), The negative effects can be refer to unintended side effects of technology on the human psyche, Such as an instrument the people in the production process, reducing the power of man in the production process and the inability to control the processor. Research carried out in connection with the same variables, have been positive Impact of information technology on internal variables, jahanbakhsh (2008) [13]. In a study measured the impact of information technology on improve communication between staff and clients, client awareness about the laws and regulations, increasing transparency and improving accountability, His study showed that a significant relationship between the use of information technology and this four elements, and the use of ICT to reduce administrative corruption. In a study entitled Effect of ICT in reducing corruption by Shim and eom (2009) [14]. The results showed that ICT one of the main factors in reducing corruption. In other research, Walker et al. (2011) [15]. Effects of psychological security on customer satisfaction and organizational effectiveness were positive and useful. Due to this fact and due to the impact of psychological security and peace of mind in the process of job, The present study investigates this issue that what extent ict increase or decrease the psychological security of staff in organizations. And that in principle there is a relationship between the two variables, and can also take effect? Therefore ICT effects on the psychological security of staff is a matter of study.

Research hypotheses

1. The use of ICT and physical security is desirable in the site office staff.
2. there was a significant relationship Between ICT and psychological security of staff.
3. Dimensions of ICT have a significant effect on the psychological security.

MATERIALS AND METHODS

This Research in the field of study located in "descriptive" and "correlation". Population of the study included the all administrative of Sanandaj site staff. Using stratified random sampling method, 210 subjects were selected as sample. Two questionnaires were used to collect the data. To measure Staff perceptions of the state of ICT in organizations Martinez & Lorenz (2004) [16] questionnaire was used. The questionnaire consists of 4 dimensions (IT in support of decision-making, information technology in communications, information technology and financial administration and information technology in production and operations). Akbari et al (2012) reported The reliability of the questionnaire with Cronbach alpha(.85). To measure the psychological security used of Admnsvn (1993) questionnaire. In the present study the Cronbach Alpha values for psychological security (69/0) and Information Technology (75/0) was calculated. To analyze the data in the descriptive statistics used of mean and standard deviation, and data inferred from correlation and multiple regression.

RESULTS

- **The use of ICT and physical security is desirable in the site office staff.**

The results showed that the mean the middle is calculated for the IT Dimensions. The highest average has acquired in information technology in communications, with an average of (3.63). The highest amount of accountability dispersion related to administrative and financial (SD= .991). For psychological security mean 2.90 is obtained, which is relatively low. Other results for the first hypothesis can be seen in Table 1.

Table 1) The mean and standard deviation of variables

| variable | mean | SD |
|-------------------------------|------|------|
| in support of decision-making | 3.14 | .884 |
| in communications | 3.63 | .875 |
| In financial administration | 3.48 | .991 |
| in production and operations | 3.34 | .775 |
| ICT | 3.46 | .763 |
| psychological security | 2.90 | .615 |

- **There was a significant relationship Between ICT and psychological security of staff.**

The results for the second hypothesis of this study showed that was a significant relationship between ICT and psychological security of staff as a whole. With these qualities the study of ICT in organizations will be determined that Between the two dimensions of information technology in administration and finance (-.200) and information technology in the production and operation (-.173) was a significant negative correlation, In other words, despite the lack of ict relation with the psychological security, These two dimensions have a significant negative relationship.

Table 2) matrix of correlations between ict & psychological security

| dimensions | psychological security |
|-------------------------------|------------------------|
| in support of decision-making | .030 |
| in communications | -.107 |
| In financial administration | -.200** |
| in production and operations | -.173* |
| ICT | .132 |

P<0/01** ; P<0/05*

- **Dimensions of ICT have a significant effect on the psychological security.**

The results for the third hypothesis is significant. In other words, Results showed that with the degrees of freedom 4 and 205 and (f) equal to the 8.26, ict impact factor in the psychological security (P<0/05) was positive. The calculated value of R2 also showed predictability 13 percent of the variance of psychological security staff by ICT.

Table 3)ANOVA

| model | Sum of Squares | df | Mean Square | F | sig | R2 |
|------------|----------------|-----|-------------|-------|------|------|
| Regression | 11.003 | 4 | 2.75 | | | |
| Residual | 68.249 | 205 | .333 | 8.262 | .000 | .139 |
| Total | 79.251 | 209 | | | | |

P<0/01** ; P<0/05*

In contribution of each dimension was determined, despite the impact of ICT on the psychological security of staff, Only two dimensions, information technology in administration and finance (Beta = .588) and information technology in the production and operation (Beta = .343) could have a significant effect on their psychological security in level (P<0/05).

Table 3)Coefficients

| dimensions | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
|----------------------------|-----------------------------|------------|---------------------------|------|------|
| | B | Std. Error | Beta | | |
| (Constant) | 3.30 | .187 | | 17.6 | .000 |
| support of decision-making | -.165 | .081 | -.235 | -2.0 | .043 |
| communications | -.128 | .094 | -.161 | -1.3 | .175 |
| financial administration | .409 | .086 | .588 | 4.7 | .000 |
| production and operations | .213 | .072 | .343 | 2.9 | .003 |

P<0/01** ;P<0/05*

DISCUSSION AND CONCLUSION

The main purpose of this study was to evaluate the effect of ICT on the psychological security of employees in the workplace. The results showed that the ICT in Sanandaj official site at a level, closer to the average, In other words, from the perspective of employees, ICT in the medium And for daily needs, and accelerate the work of their clientele. At reviews of relationship between ICT and psychological security it became clear that both the administration and finance, production and operations had a significant negative relationship with ITC. What can be said in explanation of this results, is Given that IT easy the exchange of information in organizations, On the other hand higher the accuracy and control of financial accounting and administrative matters, Has caused that staff fewer involved in such activities and are higher concerned than before, that May be due to financial problems in the organization or trouble in administration, To reprimand and punish them, so This causes discomfort and insecurity In terms of psychologically and intellectually. The results of the impact of information technology on the psychological security dimensions showed that the information technology overall had a significant impact on the psychological security of staff. In the other hands, a sense of staff psychological security in addition to other internal and external variables, By ICT also influenced, and progress in this

area could affect employees' sense of psychological security. As the contribution of each dimension was found that the same correlation coefficients, two administrative, financial and production operations as well as the decision support at $P < 0/05$ have been significant. Considering the importance of financial and administrative resources for enterprises and their survival, And given the importance of the two dimensions for employees, as well as incentives and their efforts to achieve the goals, the application of ICT in administration and finance staff have had the greatest influence on the psychological security. In other words, to explain the impact of ICT on the psychological security, Can be refer to the effects of technology on the interactions of individuals and groups within the organization, Such as the relationship between staff, management and staff, working groups with together, and even external relations, That has been changing the nature of these relationships. The results of this studies have had confirm the makhmali(2013) research that the positive impact of ICT on corruption, hasani and shohodi research (2013) the effects of the leadership on the organization and the atmosphere of the psychological security, and confirm the Gissel (2010) [14] Research , which has a positive effect of the psychological security in information sharing within the organization. According to the results, it is recommended that managers and leaders of the organizations of the importance of ICT, According to the results, it is recommended that managers and leaders of organizations showed the importance of ict and Familiar the human resources with direct and indirect effects of them. Given that the development of information and communication technologies in the area of finance and administration and production and operations, Recommended, sure the staff, that more attention to these two aspects for more effective organization, Not for rebuke and punish their employees in manufacturing and finance Participation in organizational decision-making and the development of communication within the organization, two important aspects of information technology, which should pay more attention to them. Easily in express opinions and views of the staff and give them security and confidence that treated with encourage, can be provided Psychological and organizational security. Targeted in-service training can be an important step in order to be familiar with information technology and in accordance with its variability Giving more freedom to the employees and reduce the scope of official oversight can give the assurance to the staff that More attention to their capabilities, and consequently, encouraged them to carry out their job better and more efficiently.

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