

The Effectiveness of Communication Skills Training on Couples' Satisfaction in Islamshahr City

Davoud Bazmara¹, Marzieh Sadat Razavi²

¹Department of Consulting and Guidance, Faculty of Humanities, West Tehran Branch, Islamic Azad University, Tehran, Iran, ²Assistant Professor, ²Department of Consulting and Guidance, West Tehran Branch, Islamic Azad University, Tehran, Iran

Abstract

The present study intends to examine the effectiveness of communication skills training on couples' satisfaction. The present study design is a semi-experiment with pre-test, post-test and follow-up with the control group. The statistical society is all couples living in Islamshahr. The available sampling method was carried out among the referrals to Islamshahr Health Centers through a call for registration. They were randomly divided into two experiment and control groups. 18 couples participated in this study and divided into two groups 9 couples in experiment group and 9 couples. The tool used in this research was Hudson's satisfaction scale. Educational communication skills on the experiment group were held 2 times a week, 2-hours, 8 sessions. The analysis of the results before and after the training showed that the mean scores on Hudson's satisfaction scale decreased (score reduction on satisfaction scale means increased satisfaction). The results of this study can help to understand the important role of communication skills on the satisfaction of couples and used by psychologists and family counselors.

Key words: Communication skills, Couples, Satisfaction

INTRODUCTION

In all human societies, marriage is one of the factors in the growth of individuals, marriage requires cooperation, empathy, unity, interest, kindness, tolerance and responsibility, and the existence of intimate relationships between individuals has a particular importance. Such relationships affect physical well-being, psychological, and the ability of individuals to function effectively in a variety of personal, family, and occupational contexts (Bornestein & Bornestein, 2012; Pour-Abedini Naini and Mansashi translate, 2010).

The verbal communication makes the couples aware of each other and their closeness to each other. Then the woman and the husband expect a reasonable expectation of each other, and after that, life satisfaction will increase and ultimately a sense of happiness will be provided. The lack

of conversation between couples means that women and men are unaware of their common life issues. In this case, the man and woman do not know each other's expectations, so they did not respond to their demands and thus did not enjoy life, and eventually did not feel happy (Monadi, 2006).

Marital satisfaction has an impact on many aspects of individual and social life and facilitates the role of parents (Caming and Watson, 1997). Various definitions are given for marital satisfaction. Kluwer (Goldberg, Goldberg) believes that marital satisfaction causes marital joy and adaptation and marital understanding, which generally falls into the category of marital quality. Life satisfaction is a situation in which the husband and wife are more likely to feel happy and satisfied with each other. Satisfaction in life happens through mutual interests, caring for each other, accepting, understanding each other, and meeting needs (Khosravi 2009; Gohari 2004).

The lack of satisfaction of couples and its reduction in the family indicate that there are problems within the family system. Consequently, marital satisfaction as an important aspect of marital life is always considered by counselors and psychologists. They try to conceptualize the issues within the family by presenting the approaches, frameworks and theoretical models and using them. And reduce problems

Access this article online



www.ijss-sn.com

Month of Submission : 08-2017
Month of Peer Review : 09-2017
Month of Acceptance : 09-2017
Month of Publishing : 10-2017

Corresponding Author: Davoud Bazmara, M.A., Department of Consulting and Guidance, Faculty of Humanities, West Tehran Branch, Islamic Azad University, Tehran, Iran. E-mail: davoubazmara@yahoo.com

within the family system. These approaches generally interact with the intervention of reactions and the skills, beliefs, and backgrounds of the individual and the family, and interfere in general with family processes (Samani, 2008).

Today, a lot of marital problems are due to the lack of familiarity with effective communication skills in marital relationships. Considering the devastating consequences of unsuccessful marriages and the physical and psychological health of couples and children on society, the need to improve the quality of couples' relationships and to create intimacy, satisfaction, and consistency in the relationship and, consequently, reducing the amount of emotional and formal divorce, will be more clear (Mahmoudi et al., 2015).

The first germ of communication between humans appears in the privacy of the family and the best source of healthy relationships is homes and families. A pleasant and calm relationship between husband and wife not only provides the most suitable basis for the growth and prosperity of their personality, but also such relationship is essential for the children's needs and, in turn, is effective in their growth and excellence. (Amini, 1383, quoted by Manjezi et al 2012). The main value of the family is the result of the network of relationships created by its members (Goldenberg, Goldenberg, the translation of Hossein Shahi Browati, Naqshbandi, Arjmand, 2013). Within such a system, individuals are tied together by emotional, powerful, durable, and interconnected rings, so that it can be said that effective communication, is the underlying rock of efficient family (Asadi, 2009). Therefore, training the skills that contribute to the effective functioning of the immune system and the improvement of the damage to the injuries, requires family and its subsystems (Hamidipour et al., 2010).

Marital satisfaction is one of the important factors affecting the health of women and one of the most important indicators of life satisfaction. Marital satisfaction includes a set of factors such as successful conflict resolution or success in joy-related activities in marriage (Sahraian, 2015) Olson 2010). Marital satisfaction is also the result of marriage agreement which feels inwardly. In the sense of marital consent, the husband and wife treat and understand in a way that it seems their needs and expectations are fulfilled. And there is nothing that interferes with their relationship. In a marriage without marital consent, the existing problems between couples are so much that they feel, needs and expectations are not met. Most couples are somewhere between these two poles.

Marriage is a relationship, this relationship allows the couple to discuss and be aware of each other needs, the

couple's relationships are actually aimed at satisfying all levels of needs, which is why the most common problem raised by dissatisfied couples is the failure to establish a relationship (Yang and Lang 1, 1998, quoted from Adib Rad and Mahdavi, 2005). A couple attempts to increase coordination and reduce conflict cause progress in communication skills (Yalcin and Karahan 2007, quoted by Nasir dastan et al. 2010). The relationship in determining marital satisfaction and establishing relationships, closeness, and intimacy between couples plays an important role. Lack of communication in relation cause the disturbance of the relationship. Life of couples often leads to a parallel and inertia relationship because of the lack of communication skills and the style of communication (Bernstein, Bernstein, 2012, translators Pour Abedi Nayni and monshei, 2010). We communicate with each other in different ways each day to share our thoughts, feelings, and desires with each other, show our level of interest and respect, and share our suffering, grief, happiness, joy, and doubts with others. Our communication skills express our ability and confidence and also increase our respect and value to others (Cole 4, 2004 Al-Yassin translation, 2016).

The goal of the communication skills training program is both to increase the function of the assignment and to pay attention to increasing the general public's ability to live in different situations (Bernstein, 2012; Translated by Pour Abedi, 2010). Communication problems are the key to communicative approaches. This approach analyzes conflicts in marital relationships as inept relationships, which often create a false round, where it is meaningless to find the starting point (Rezazadeh, 2008). When families use effective communication patterns They have a clear understanding of the content of each message, the type of family system and Its communication patterns have an important impact on family members, because personality, learning, development, self-confidence, decision-making power and rational decision of family members are all related to the kind of information and communication between members of the family (Oliver and Miller, 1994; quoted by Gholamzadeh and colleagues (2009), the important part of family assessment is the quality of marital relationships (Barker, Dehghani and Dehghani translation, 2009). The main question is whether marital partners are satisfied with their relationships by teaching communication skills?

Amani and Letafati Bris 2014, in a study with the title of the effectiveness of communication skills group training on marital couples' contraction on 28 couples in Astara, found that communication skills group training reduces marital conflicts. Amini, Amini, and Hosseinian (2013), in a study titled The Effectiveness of Interpersonal Group Learning for Couples on Reducing Couple

Marital Conflict in Urmia, concluded that interaction analysis training had a significant effect on reducing marital conflicts. Manjezi, Shafi Abadi, Sudani (2012) in a research titled Effective Communication skills training with the Islamic approach on marital satisfaction of couples found that Communication skills training with Islamic approach has been effective in improving couples' marital satisfaction in post-test and follow-up. Jacobowski et al (2011) in their research in relation to the practical application of sincere communication skills, showed that the training provided in relation to communication skills strengthens and maintains sincere communication between husband and wife. Lawrence, Pederson, Bundy, Barry, Brook (2008) Communication skills Learning, know adaptability approaches and coping with stress and social harm as the most important factor in satisfaction Marital. The results showed that the participation of each couple in learning communication skills leads to increased marital satisfaction. Henry and Miller, 2004 did a study to investigate the problems of marital life in midlife and their impact on marital satisfaction. The results of this study have shown that the most common issues include: Financial Issues (27%), Sexual Issues (23.8) ways of dealing with children 15.3%, emotional intimacy (18.7%), home cleaning (18%) and correlation 15.3%. The results also showed that all fields of issues have a great correlation with marital satisfaction. Meanwhile, intimacy, decision-making, commitment, communication, values, and emotions and sexual topics had the strongest negative influence on marital satisfaction. Burleson 1992 in his research compared 60 couples' communication skills and concluded that individuals with high communication skills were more satisfied than those with low communication skills from close interpersonal relationships.

Regarding the research done inside and outside about the effect of communication skills training on couples' satisfaction, the present study tries to respond the following question:

- Does communication skills training affect couples' satisfaction?

This is a semi-experiment two-group study, one test group consisting of the communication skills training group, with pre-test, post-test, and one control group. Communication skills training was used as an independent variable. In this study, marital satisfaction was dependent on the variables. The pre-test was done before training and post-test after training. The statistical population of this study consists of all couples living in Islamshahr who have been registered in this research through a recall in the sampled area. The research sample was selected through a sampling method from among the referrals to Islamshahr Health Centers and through a call for registration. After performing the

pre-test, 36 of couples with marital satisfaction score below the mean level (1 standard deviation below the mean) were selected and divided into two groups of experiment and control by simple random sampling, then the independent variable (Communication skills training) were applied to the experiment group. The control group did not receive any training. The training sessions were held for 1 month, including 8 sessions of 2 hours, 2 times a week. Communication skills program used for training in this research project was conducted on average over 8 sessions of 2 hours (for the experiment group). This program is based on the relationship interactive model and cognitive-behavioral theory is which follow three-Cordova and Jacobson 1993 and principled in three dimensions:

1. Expressing the importance of communication: (the necessity and importance of communication and proper communication in the family).
2. Training program: (listening skills, empathy, acceptance, expressing needs and desires, expressing affection, positive and negative points of relationship and problem solving).
3. Feedback: (The content provided by the trainer will be discussed with performing assignments that will be determined at each meeting).

The data needed for this study was collected through a written marital satisfaction questionnaire prepared by Hudson (Sanaei, 2008). This questionnaire completed before and after the experiment by couples. It's a 25 questions tool which is designed to measure the severity or extent of marital problems of a husband and wife. This scale has two cutting scores. One is a score of 35, which scores less than that is a sign of the lack of important clinical problems, score more than 35 points indicates significant clinical problems. The second cut is 70. Scores above 70 almost indicate that the references have much more problems (Sanaei, 2008). The reliability of this questionnaire is 96 % from its original constructor. (Sanaei, 2008, p. 43). Ebrahim Nejad, 2002, measured its reliability through the Cronbach's alpha in women 96% and in men 94%. Also, Haghghi (2010) measured the reliability coefficient of this test in samples of couples in Bandar Abbas.

Hudson's marital satisfaction index has a very good concurrent narrative and shows significant correlation with (Luk-Walace's marital adjustment). It also has a very good sense of meaning to distinguish between couples with the problem and apparently without problem couples. Additionally, marital satisfaction index has good structure validity, shows weak correlation with indexes that shouldn't have a correlation. Sedaghat (2002), in his research between this test and the Enrich test, measured correlation -0.857. The reason for the negative correlation coefficient is that

in Hudson's marital satisfaction index, the high scores show marital satisfaction are low, and in Enrich high scores show marital satisfaction is high. This correlation is a sign of the proper validation of the Hudson questionnaire (Sanaei, 2008, P 45).

RESULTS

18 couples participated in this study and divided into two groups 9 couples in the experiment and 9 couples in control. In the descriptive statistics section, indicators

Table 1: Demographic information in the examined sample group

Variable	Control		Experiment	
	Frequency	Percentage	Frequency	Percentage
Sex				
Man	9	50	9	50
Woman	9	50	9	50
Education				
Cycles	1	5.6	2	11.1
Diploma	11	61.1	11	61.1
Associate degree	2	11.1	2	11.1
Bachelor	4	22.2	3	16.7
Age				
20-30	4	22.2	10	55.6
31-40	14	77.8	8	44.4
Duration of marriage				
1-10	14	77.8	16	88.9
11-20	4	22.2	2	11.1

such as frequency, mean, standard deviation of scores, and in inferential test section the one-way covariance analysis (ANCOVA) and multivariate covariance analysis (MANCOVA) have been used. The results are presented below.

The results of Table 1 show that in both groups the highest percentage of frequency is diploma degree and the highest percentage of frequency is the duration of the marriage of one to ten years. Half of the control group, as well as the experiment group, were women and the other half were men. The highest percentage of frequency of age in the control group was 31 to 40 years old and in the experiment group 20 to 30 years.

As shown in Table 2, descriptive statistics about the mean and standard deviation of couples' satisfaction scores are presented for women and men separately in the experiment and control group in two stages of measurement (pre-test and post-test). As it is seen, the mean scores of the control group in the post-test are not significantly different from the pre-test, while in the experiment group, we see a decrease in the couples' satisfaction scores in the post-test compared to the pre-test, which according to the scoring method of the questionnaire, decreasing scores indicates that marital satisfaction is rising.

Before testing the hypotheses, we must test the normal distribution of data. This helps the researcher to select the appropriate test for testing the hypotheses. For this purpose, the Kolmogorov-Smirnov test was used for data

Table 2: Mean and standard deviation of couples' satisfaction scores in two stages of measurement divided to experiment and control group

	Group	Sex	Pre-test		Post-test	
			Mean	Deviation	Mean	Deviation
			Couples' satisfaction	Control	Woman	23.39
		Man	21.33	4.03	21.53	4.41
	Experiment	Woman	33.71	11.93	30.51	11.76
		Man	32.44	11.28	28.85	10.48

Table 3: Results of the Kolmogorov-Smirnov test to verify the normal distribution of scores

Variable	Number	Kolmogorov-Smirnov Z	The significance level
Pre-test couples' satisfaction	38	1.327	0.059
post-test couples' satisfaction	38	1.140	0.148

Table 4: The results of the analysis of the uniformity of the regression line slope as the default of covariance analysis

Source of change	Sum of squares	Degrees of freedom	Average squares	F value	Significance level
Group*	7.417	1	7.417	2.265	0.142
Pre-test					

Table 5: Levin test result for homogeneity of variances

Variable	F	Degree of freedom 1	Degree of freedom 2	Significance level
Satisfaction	0.944	1	36	0.340

Table 6: The results of covariance analysis to match the satisfaction of couples in the experiment group and the control group in the post-test

Source of change	Sum of squares	Degrees of freedom	Average squares	Amount of F	Significance level	Effect size
Pretest	2359.877	1	2359.877	674.740	0.01	0.953
Group	71.060	1	71.060	20.318	0.01	0.381
Group*	0.039	1	0.039	0.011	0.916	0.01
Error	115.416	33	3.497			
Total	2978.778	37				

distribute type diagnosis. To this end, the data distribution related to the variables of research was verified at a significant level of 0.05.

Based on the results presented in Table 3, the significance level of the calculated statistic for all variables is greater than 0.05, so assuming the normal distribution of scores is acceptable.

One-way covariance analysis was used to assess the effectiveness of communication skills training on increasing couples' satisfaction. The results of implementing this test and examining its assumptions are presented below.

As can be seen in Table 4, the significant level of the interaction group and the pre-test ($P=0.142$) is greater than 0.05, so the regression homogeneity hypothesis is accepted.

As shown in Table 5, Levin test results are not meaningful. Therefore, our zero assumption on the homogeneity of the variance of variables is confirmed. Thus we conclude, the homogeneity assumption of variances is established.

In Table 6, the value of F is 20.318 and the significance level is 0.01. Therefore, the zero hypothesis is rejected and the assumption of the research is confirmed. Based on this, it can be concluded that teaching communication skills have been effective. And increase the satisfaction of couples. The amount of effect size related to the effect of the group's factor is 0.381.

The results showed that communication skills training was effective and increased the satisfaction of couples. The results of this study are consistent with the following studies:

Asadi Shishegaran and Sheikhol Eslami (2016), Manjezi, Shafi Abadi, Sudani (2012), Nazari and Navabi Nejad (2005), Jaffari (2005), Hanson and Lund bland (2014), Lawrence, Pedersen Bundy, Barry, Brook(2008), Zimmerman, Helm, Daniels and Hadoc (2002), Markman 1993, Burleson 1992.

Regarding the communication skills training and discuss and practice around it, people with high communication skills are more satisfied than those with low communication skills for close interpersonal relationships. Therefore, the group members are happy to establish such relationships by performing homework assignments. And their satisfaction increased in different aspects of life.

REFERENCES

- Adib rad, n. Mahdavi, A. (2005). Comparison of the beliefs of women referring to the center of justice and the women wishing to continue their lives. Joint Tehran city. Family seasonal, first year. Number 2, 131-137.
- Adib rad, n. Mahdavi, A. (2005). Comparison of the beliefs of women referring to the center of justice and the women wishing to continue their lives. Joint Tehran city. Family seasonal, first year. Number 2, 131-137.
- Asadi H., Shishegaran A., Qomari S., Sheikholeslami, 2016. Effect of Communication Skills Training on Constructive and non-constructive Conflict Resolution Styles in fiancées.
- Asadi H (2009). Female and family studies. Second year-fifth number-autumn 2 (5)
- Amani, Ahmad and Letafati Brice, Ramin. (2014). The Effectiveness of Group Teaching Communication Skills on Reducing Marital Conflict of couples. Two seasonal Counseling Papers, Third Year, No. II: Pages 17-36.
- Amini, Mohammad. Amini, Youssef and Hosseinian, Simin. (2013) Effectiveness of Interactive Teaching Group (TA) for Couples on Reducing Marital Conflict in Couples in Urmia. Seasonal Journal of Family Counseling and Psychotherapy, Third Year, No. 3 page 377-400.
- Barker, Flip (2001) Based Family Therapy. Translation of Mohsen Dehghani and Zohreh Dehghani (2009)(Tehran: Roshd.
- Bernstein, F., Bernstein, M (2012) Marital Therapy from Behavioral-Communication Perspective, Translators Seyyed Hassan Pourabedi Nayini and Gholamreza Monshei, (2010), Tehran, Roshd Publishing, Twelfth, pp. 187-193
- Sanaei Zaker, B. (2002) Family Measurement Scales, Tehran: Besat.
- Haghighi, J. Attari, I. Rahimi, A Soleimani Nia, L. (2012) The Relationship of Hardiness and Its Components with Mental Health in Male Students in bachelor of university. Journal of Educational Sciences and Psychology, Shahid Chamran University, 1-18 Ahvaz, 6th Year, 3 numbers.
- Hamidipour, R. Sanaei Z, Nazari, B. A M Farahani M. 2010(Study of the effect of group therapy couples based on satisfaction. 8th period, number 4, p 49-73.
- Rezazadeh, S. M. R (2008) the Relationship between Communication Skills and Conformity in Marital Life in Students, Contemporary Psychology. 3rd period, 45-50
- Samani, S. (2008) Preparation and Design of Family Processes Scale for Iranian Families. Psychiatric and Clinical Psychology of Iran, 14(2), 162-168
- Cole (2002), communications Key, Al Yasin Translation (2016), Hamun Publishing, 27th edition

- Goldenberg, A. Goldenberg H (2000). Family Therapy. Translation by Hossein Shahi Browati and Siamak Naghshbandi, Arjmand (2013) Tehran: Ravan Publication, thirteenth edition.
- Mahmoudi, M. J. Zaharakar, K. Amirian, A. Daornia, r Babae Garmkhani, M. 2015 Journal of Urmia Nursing and Midwifery Faculty, Thirteenth period, Numbers Tenth, Continued 75, P 869-881.
- Manadi M (2006). Family Sociology, Daily Analysis and Internal space of family. Tehran: Danzheh.
- Manjezi, F Shafi A A Sudany, M (2012). Effectiveness of communication skills training with Islamic approach to satisfaction of Couple marriage, Knowledge and research in applied psychology, 1(47), 10-13.
- Naseer, M. (2011). The relationship between strategies for coping with stress and optimism with high school students in Dezfoul. New findings in psychology, quoted by SID.
- Nazari, M., Nezhad, Sh. N (2005) the Effect of the Improvement of Communication on Couples who both have occupation: New and Researches of consultation. 4. 35-95.
- Oliver, Miller. (1994), quoted by Gholamzadeh, Maryam et al. (2009). The Effectiveness of Communication Skills training on Family Efficiency in Couples Referring to the Welfare Center of Ahwah City. Knowledge and Research in Applied Psychology, Islamic Azad University Unit of Khorasgan (Isfahan), Number 41 (autumn 2009), pp. 87-110.

How to cite this article: Bazmara D, Razavi MS. The Effectiveness of Communication Skills Training on Couples' Satisfaction in Islamshahr City. *Int J Sci Stud* 2017;5(7):244-249.

Source of Support: Nil, **Conflict of Interest:** None declared.