Work Environment and Sportsmanship of Telecommunication Companies in Port Harcourt

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ARTICLE INFORMATION	ABSTRACT
	This study sought to determine the relationship between the work environment and sportsmanship of telecommunication companies in Port Harcourt. A research question and hypothesis were formulated in directing the framework of the study. Data was collected through a Primary source using a well-structured questionnaire. Descriptive statistics (mean and standard deviation) and inferential statistics were adopted for analysis of research question and testing of hypothesis at 0.05 level of significance. The findings revealed that the work environment of telecommunication businesses in Port Harcourt is favorably and strongly related to sportsmanship. Conclusively, an appropriate work environment is absolutely the number one fashion of every company. Sportsmanship cannot function effectively in an obsolete work environment. The physical setting/structure, job description, culture, and market conditions all contribute to the work environment. It is suggested that organizations create an environment that encourages good employee sportsmanship; organizations should pay salary as at when due, to enable employee sportsmanship; additional reward to an employee with sportsmanship should be included in the organizational policy and further training should be encouraged in the organization as a means of advancing the spirit of sportsmanship amongst employee.

1. Introduction

The most important features to be considered in every company operation are the social, cultural, economic, technological, and transnational work environment. Without the voluntary cooperation of individuals, telecommunication firms will not be able to develop the efficacy of their joint obligations. In addition, voluntary and compulsory collaboration, which are important attributes of sportsmanship, are also necessary for company operations. Sportsmanship entails the compulsory collaboration of individuals in executing their tasks and duties in accordance with the law, regulation, and standard acceptable to the company. It is the voluntary cooperation of individual employees to carry out their duties beyond their task responsibilities and use their energy and insight in developing their abilities in favor of the company. Sportsmanship could be seen as a set of compulsory behavior that conforms to the ethics and morals of sports which must be accounted for by each employee that can cause improvement in the tasks and organizational roles. Employees' extra-role behavior that improves company success is referred to as sportsmanship. Thus, individuals often ignore their personal interests and their responsibility in favor of others' interests (Vigoda, 2000).

Every behavior of a sportsman is goal-directed. For any company to engage in any productive venture, the employee must exhibit a high level of sportsmanship. In addition to the organization's sportsmanship spirit, the work environment is critical in attaining the company's goals. It is necessary to have a pleasant working atmosphere. This implies that the company's target can easily be achieved if the environment is conducive for the employees to exhibit the spirit of sportsmanship.

A work environment is a place, structure, and environment in which employee performs their duties work accordingly which include physical setting, job profile, culture, and market condition. Also, Briner (2000) posits that work environment can be thought of simply as the environment in which people work (as such; it is a very broad category that encompasses the physical setting (e.g. heat, equipment), characteristics of the job itself (For example, workload, and task complexity). He goes on to say that it also

includes broader components of the company, such as culture, history, and even aspects of the external environment, such as local labor market conditions, industry sector, and work-life balance Work environment can also consist of the office structure and sitting, enabling tools and machines for working and another paraphilia such as welfare, bonuses, healthcare benefits.

The nature of the working environment etc has implications on sportsmanship from the employee The quality of the work environment impacts the level of employee motivation (Tripathi, 2014). Turnipseed and Rassuli, (2005) reported that the relationship between work environment and sportsmanship of organization is positive and significant. Several other research has found a strong and favorable link between workplace settings and sportsmanship in other firms. However, none of these studies have looked into the Work environment in the telecommunication companies operating in Nigeria with the view of ascertaining how the working environment in the telecommunication companies affects employee's sportsmanship in the telecommunication companies operating in Nigeria. The primary question is: to what extent does the work environment influence employees' sportsmanship in Port Harcourt communications companies?

The study is significant in a number of ways. The insights will be of great use to Nigerian telecommunications companies. In particular, the finding would throw more light on the nature of the relationship between the work environment and employees' sportsmanship in the organization. The remainder of the research is structured as follows: The literature review is found in section two (2). section three (3) presents the methodology, while section four (4) is the presentation of results and discussion. Section five is devoted to a summary and conclusion from the study.

1.1 *Research Objectives*
The study's main goal is to find out more about ascertaining the relationship between work environment and employees' sportsmanship in the telecommunication companies operating in Nigeria. The study's particular goals are as follows:

1. examine the nature of the working environment in the telecommunication companies operating in Nigeria
2. ascertain the level of employees' sportsmanship in the telecommunication companies operating in Nigeria, and to
3. determine the relationship between working environment and employees' sportsmanship in the telecommunication companies operating in Nigeria

1.2 *Research Hypothesis*
The study was guided by the following hypothesis

H_0: There is no significant relationship between work environment and sportsmanship in telecommunication companies in Nigeria.

2. Theoretical Framework
The underpinning theory that best explains the subject of this study is the system theory. Propounded by Von Bertalanffy in the 1940s. Von Bertalanffy's system theory's holistic composition stressed that genuine systems are open to their environments and interact with them and that they can acquire qualitatively new qualities, resulting in continuous evolution. Systems theory focuses on the organization of and relations between the pieces that unite them into a whole, rather than reducing an entity to the attributes of its parts or constituents. This particular organization establishes a system that is independent of the elements' concrete substance (Bertalanffy, 1974).

The arrangement of and relationships between the elements that connect the system into a whole are the focus of systems theory. In contrast to independence, isolation, and intimacy, it promotes interdependences, interconnectedness, and openness. This allows for the finding of emergence, which is defined as novel properties of interacting entities that arise as a result of their examination as a whole and would not emerge if the components were investigated separately. Complexity is acknowledged as a feature of reality in systems theory, which focuses on synergy, combination analysis, and synthesis. Organizations, according to systems theory, are systems with relative limits that interact with the environment and must adapt to environmental changes in order to exist. They are open systems having inputs and outputs that interact directly with the environment.

The system theory sees an organization as a whole comprising of all employees, and as such, it is only when the organizational member has unity of purpose that the organizational goal can be achieved. As a result, the system theory is critical to this research since every organization is a whole and a system made up of individuals from varied backgrounds, cultures, and traditions who come to work to do the many tasks for which they are employed. The working environment is an important feature of the organizational structure since it ensures that employees are comfortable in the workplace and encourages employee participation and happiness. As a correlative, the current study focused on the work environment and sportsmanship. As a result, system theory is the most appropriate theoretical framework for this research.

3. Methodology
The cross-sectional survey approach was utilized for this study because it allowed inferences to be drawn regarding the relationship between the variables evaluated. The population of this study comprises all the managers of four telecommunication companies that were tested as popular telecommunication giants in Nigeria – Port Harcourt (Yellowbook, Ministry of Commerce and Industry Port Harcourt 2018).

Table 1: Illustrating the population of the study

S/No.	Industries	Managers
1.	MTN	19
2.	Globalcom	19
3.	9Mobile	21
4.	Airtel	25
	Total	84

Source: HRM Managers of the Mobile Telephone Operators (2018)

Table 1 showed the entire population of the study at 84 which was considered as the sample size. This is because the population of 84 is small and falls within a number that will pose no difficulty in administering the research instrument. The primary method of data collection was adopted for this study. Also, a related literature review on the subject matter using journals, magazines, textbooks, and newspapers was used for conceptual and theoretical perspectives. The questionnaire was structured into two sections. The first half was designed to gather demographic information about the respondents, whereas the second piece elicited information about the research variables. The five (5) point Likert scale (ranging from 1: strongly disagree, 2: disagree, 3: undecided, 4: agree and 5: strongly agree), was used to measure responses from respondents.

Face and content validities were employed as the instrument to ascertain the validity of this study using some scholars in the universities within the Port Harcourt metropolis. Reliability is usually estimated in two ways; test/retest and internal consistency. Internal consistency estimates reliability by grouping questions in a questionnaire that measures the same concept. The Cronbach alpha technique is a typical means of computing data by splitting all of the questions on an instrument to estimate the instrument's reliability, and it was used to determine the instrument's reliability. This calculates the average of all potential Split-half Reliability Coefficients as well as a threshold level of 0.7, which is widely acknowledged as the industry standard.

The relationship between the independent and dependent variables was determined using Spearman's rank-order correlation coefficient. We chose spearman's correlation coefficient because it deals with non-parametric data. Finally, we also used SPSS 20.0 for data entry and analysis. The SPSS is a software and is an acronym that stands for statistical package for the social science. It is the most widely used statistical package, capable of performing highly complicated data manipulation and analysis with simple commands.

4. Data Presentation
A total of 64 copies of the questionnaire were used to sample the opinion of respondents of the four Telecommunication companies under the survey. Table 2 provides detailed information on the administration and retrieval of the distributed questionnaire copies.

Table 2: Administration and Retrieval of Questionnaire

Organization	Copies Distributed	Copies Retrieved	Copies not retrieved	Unusable Copies	Usable Copies	% of Usable copies
MTN	19	18	1	4	14	22%
GLOBACOM	19	17	2	3	14	22%
9 MOBILE	21	18	3	2	16	25%
AIRTEL	25	22	3	2	20	31%
Total	84	75	9	11	64	100%

Source: Field Data 2018

Table 2 above indicates that out of the 84 (eighty-four) copies of the questionnaire administered to the sample population, 64 copies were duly completed and returned representing 76 percent of the total number of the questionnaire distributed.

4.1 *Demographic Analysis*

The first step in data analysis is the clarification of the characteristics of the sample population. This has to do with the demographics of the respondents (Ahiauzu & Asawo, 2016). Sex, marital status, official status, years of service, and academic qualification of respondents are among the demographic variables of this study. As a result, tables 3 show the demographic features of the responders.

Table 3: Frequency Distribution table for Sex of Respondents

Demographic Variables	Frequency	Percentage	Valid percent	Cumulative percent
Sex				
Male (M)	37	57.8	57.8	57.8
Female (F)	27	42.2	42.2	100.0
Total	64	100	100	
Marital Status				
Single	39	60.9	60.9	60.9
Married	25	39.1	39.1	100.0
Total	64	100	100	
Employee Categorization				
Lower Mgt.	36	56.3	56.3	56.7
Middle Mgt.	18	28.1	28.1	28.1
Senior Mgt	10	15.6	15.6	100
Total	64	100	100	
Years of Experience				
1-3 years	25	39.1	39.1	39.1
4-6 years	18	28.1	28.1	28.1
7-9 years	13	20.3	20.3	20.3
11 years and above	8	12.5	12.5	100
Total	64	100	100	
Academic Qualification				
OND	26	40.6	40.6	40
HND/B.SC	18	28.1	28.1	28.1
MBA/M.SC	12	18.8	18.8	18.8
P.HD	8	12.5	12.5	100
Total	64	100	100	

Source: Survey Data, 2018

Table 3 above showed that 37 representing 57.8 percent of the respondents are male, while 27 representing 42.2% are female. While 39 of the respondents are married, accounting for 60.9 percent of the total, 25 respondents are single, accounting for 39.1 percent of the total respondents. The employee categorization indicates that out of the 64 respondents 36 representing 56.3 percent are lower-level management staff, 18 representing 28.1 percent are middle management staff, while the remaining 10 representing 15.6 percent are Senior management staff. The years of experience revealed that 8 respondents have worked for their organization for more than 11 years representing 12.5 percent, followed by that of 7-9 years with 13 respondents representing 20.3 percent, and that of 4-6 years with 18 respondents representing 28.1 percent and finally 1-3 years with 25 respondents representing 39.1 percent of the total respondents. The educational level and qualification distribution of the respondents from the table above was observed that 26 respondents have obtained Ordinary National Diploma (OND) representing 40.6 percent, followed by 18 respondents with HND/B.SC degrees account for 28.1 percent, followed by 12 respondents with MBA/M.SC degrees account for 18.8 percent, while 8 respondents with Ph.D. account for 12.5 percent of the total respondents.

4.2 *Research Analysis*

To what extent does the work environment relate to sportsmanship in telecommunication companies in Port Harcourt?

Table 4: Response rates and mean analysis on the Work environment

Items	SA	A	U	D	SD	Mean $(\bar{x})$	Std. Dev.
Individual interaction and association in the workplace make up the social environment.	32	27	15	11	-	4.13	0.410
Group interaction and association are essential in the organization.	22	18	20	12	-	4.2	0.136
Social environment is a fundamental factor that enhances performance.	18	35	11	14	-	4.09	0.116

Source: Survey data 2018

The data in table 4 above illustrates the response rates and frequency on the social work environment, measures on a 3 item instrument, and scaled on a 5-point Likert scale. The first question item has a mean score of 4.13, which is on the strongly agreed level of the scale; the second and third question items have mean scores of 4.2 and 4.09, respectively, indicating that the respondents are more inclined to the Agreed level of the scale employed in the measurement.

Table 5: Response rates and mean analysis on Sportsmanship

Items	SA	A	U	D	SD	Mean (x) $\sim$	Std Dev.
Workers in my organization adhere sportsmanship to stipulated regulations and procedures.	35	26	8	22	2	4.01	0.610
Workers in my organization are timely and prompt as regards their role expectations as duties.	25	29	5	20	2	4.11	0.411
Workers at my company frequently show a sense of solidarity and understanding when it comes to their coworkers' well-being.	22	38	12	18	3	4.02	0.114

Source: Survey data 2018

Table 5 showed the response rate for sportsmanship measured on a 3-item instrument and scaled on a 5-point Likert scale. The data shows that the first question item has a mean score of 4.01, which is on the scale's strongly agreed level. With mean scores of 4.10 and 4.11, the second and third question items show that respondents are more inclined to the strongly agreed level of the scale utilized in the measurement.

4.3 Test of Hypothesis
There is no significant relationship between the social work environment and sportsmanship of telecommunication companies in Port Harcourt

Table 6: Correlation Result for the social work environment and sportsmanship of telecommunication companies in Port Harcourt

			Social Work Environment	Sportsmanship
Spearman's (rho)	Work environment	Correlation Coefficient	1.000	.411
		Sign. (2-tailed)	.	.091
		N	64	64
	Sportsmanship	Correlation Coefficient	.411	1.000
		Sig. (2-tailed)	.011	.
		N	64	64

* Correlation is significant at the 0.05 level (2-tailed).
Source: SPSS 21.0 Data Output, 2018

The results shown in table 10 above, with a *rho* value of 0.411, mean that a positive and significant relationship exists between social work environment and sportsmanship. The association is significant at p = 0.011 <0.0.5 significance level. This means that the stated null hypotheses (i.e. Ho$_3$) are rejected. This implies that there is a positive and significant association between social work environment and sportsmanship in telecommunication companies in Port Harcourt.

4.4 *Discussion of Findings*
The result of the findings showed that a positive and significant relationship exists between the social work environment and sportsmanship of telecommunication companies in Port Harcourt. This finding aligns with Wells (2006)'s statement that when top-employee role models do not promote sportsmanship, it can influence employees in the organization to act in the same way as the leader they look up to and adore. According to Jones (2011), a number of contributing elements can promote organization sportsmanship, including employees' values and attitudes toward the organization, as well as professional role models known as mentors. Another important aspect, according to Goldstein and Iso-Ahola (2006), is the direct association between sportsmanship and leadership. According to Wells (2006), establishing a favorable environment in your sports team will foster good sportsmanship among the members. Positive captaincy, coaching, and fan support would then promote a positive sporting atmosphere. This indicates that top management employees serve as role models for subordinates by providing firsthand sportsmanship examples.

5. Conclusion
An appropriate work environment is absolutely the number one fashion of every organization. Sportsmanship cannot function effectively in an obsolete work environment. Work environment includes physical setting/structure, job profile, culture, and market condition. Hence, every behavior of sportsmanship is geared towards a goal-oriented organization. Thus, for an organization to engage in any productive venture, the employee must exhibit a high level of sportsmanship. Sportsmanship can be motivated through some arranged welfare, bonuses, healthcare benefits, etc. This implies that the organizational target can only be ascertained if the environment is conducive.

6. Recommendations
Having reached the above conclusions, the researcher recommends that:

(i)   For effective employee sportsmanship, the organization should create a supportive work environment.
(ii)   To encourage employee sportsmanship, the organization should pay salaries on time.
(iii)   The organizational policy should include a bonus for employees who show good sportsmanship.
(iv)   As a means of fostering the spirit of sportsmanship among employees, additional training should be encouraged within the firm.

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