

Investigating the Relationship between Emotional Intelligence and Sepah Bank Staff's Quotients in Western Mazandaran during 2012

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ABSTRACT

One of the most important factors in each organization exploitation improvement is to use appropriately its human sources. Therefore during the present research we focused mostly on the organization staff nourishing especially taking care of their emotional intelligence. This research has been done to consider the relation between emotional intelligence and Sepah bank staff's quotients in Western Mazandaran during 2012. The research is in the descriptive (correlation) form. The statistical collection consists of 120 staff working in Sepah bank in western Mazandaran. Sampling has been done through demography. To gather needed data there were prepared some standard questionnaires in the bar emotional intelligence that each of them includes 90 questions in addition to use Hersi & Goldsmith's quotient questionnaire each held 26 questions with 5 alternatives in Likert scale. To analyze the data there were utilized SPSS as software and descriptive statistics indices. Moreover a main hypothesis and fifteen other secondary theories were tested through Pierson correlation coefficient and step by step multiple regression. The correlation coefficient of emotional intelligence element and quotient was 0.289 also its significant level measured as 0.001. The findings showed that there is a significant relation between the emotional intelligence and Sepah bank staff's quotient in Western Mazandaran.

KEYWORDS: emotional intelligence; quotient; staff's profits.

1. INTRODUCTION

One of the most important factors in organization exploitation is the proper use of human forces (1). In spite of the other organizational sources, the human force could be regarded as a conscious creature and coordinator of the other factors (2). Human agent can waste or vice versa enrich the physical sources (3). There are many effective elements in improvement and development of human usage in an organization which through measuring the role of each factor we could effectively pace (4). One of the personal elements that can help leaders and staffs here is emotional intelligence (5). It is a powerful facilitator for authorities and staff in the organization during innovating, creativity and profit (6). The emotional intelligence is to use somebody's own emotion and feelings in addition to the others' while showing individual and group behavior to gain the highest satisfaction (5). The researches reveal that if the emotions and feelings are effectively used, they will increase mutual confidence, loyalty and commitment among staffs so that the organization fruitfulness rises which for sure it causes more peer cooperation. Therefore the organization function will improve (1). Gordan et.al., (1999) found out during a descriptive and field study that emotional intelligence is a mediator and an organizer factor which can bring a group function in an organization (7). Stive's research (2005) showed that there can be seen sort of positive and significant relation between emotional intelligence and organizational interest, customer and staff satisfaction (8). In a descriptive and field survey Mokhtaripour et.al., (2008) investigated the relation between emotional intelligence and leader's output in Isfahan University, the results showed that there is a significant relationship between emotional intelligence and managers efficiencies in pedagogical groups (9). ZOU & GEORGE (2003) did some surveys that revealed higher emotional intelligence in managers, higher amount of creativity and exploitations among their staff (10). Noticing this fact the findings showed that in spite of abroad researches done about the considered issue here, there has not yet been any comprehensive survey to investigate the link between emotional intelligence and staff's quotients inside Iran. On the other hand, the other researches done in other countries could not be generalized since their cultural and social situations are different from our country. Therefore the researcher tries to investigate the relationship between emotional intelligence and Sepah bank staffs' quotient in Western Mazandaran. He hopes to use the gained results to improve exploiting human forces in organizations.

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2-RESEARCH METHODOLOGY

The survey is the descriptive and sectional one. The research collection includes all SEPAH bank staff working in western MAZANDARAN (120 people): Ramsar, Tonekabon, Abbasabad, Chalous, Noshahr, Kelardasht, Nour and Mahmoudabad. Sampling was demographically done. The instrument used to collect data in library was card fish and during field study there were utilized individual and demographic data in addition to standard questionnaires in bar-on emotional intelligence consists each 90 questions and Hersi & Goldsmith questionnaires each hold 26 five-alternative questions in Likert scale (totally agree=5 and totally disagree=1) (12). The questionnaires were distributed and assembled in March 2012. To estimate the validity of them we used Chronbakh alpha calculation method in which the Chronbakh alpha coefficient for bar-on emotional intelligence and Hersi & Goldsmith were 0.93 and 0.84, respectively. The questionnaires validity were already confirmed by experts, however just some reforms done. Moreover a main hypothesis and fifteen other secondary theories were tested through Pierson correlation coefficient and step by step multiple regression. The data were analyzed through the software SPSS.

3-RESULTS

The personal and demographic information of the under study collection (table-1)

Table-1: understudy collection distribution & abundance

Row No	Personal information	Abundance (amount)	percentage	sum	
1	Male	94	78.3	120	
	sex female	26	21.7		
2	Background experience	1-5 years old	24	20	120
		6-10 years old	41	34.2	
		11-15 years old	20	16.7	
		More than 16	35	29.2	
3	Education level	diploma	27	22.5	120
		Post-diploma	15	12.5	
		B.A	63	52.5	
		M.A	15	12.5	

The above data show that 78.3% of the collection is male and 21.7% female. 35% owns diploma and post-diploma; 52.5% are undergraduate and 12.5% postgraduate in addition 34.2% have the background experiences between 6-10 years.

A- The Results of research hypotheses

Main theory: there is a sort of relationship between emotional intelligence and SAPAH bank staff's quotients (table-2).

Table-2: correlation coefficient between emotional intelligence and staffs' quotients

Predictor variable	Criterion variable	Correlation coefficient	Significance level	Conclusion
Emotional intelligence	quotient	0.289	0.000	Nil hypothesis rejection

Noticing the findings inserted in table-2 the coefficient mentioned is 0.289 which is meaningful in $P < 0.01$. Therefore we can claim that there is a positive and significant relation between emotional intelligence and staff's quotients.

Hypothesis 1: there can be a relation between problem solving variable according to emotional talent and the organization's staff's quotients

Table-3: correlation coefficient between problem solving skill and quotient

Predictor variable	Criterion variable	Significance level	Correlation coefficient	Conclusion
Problem solving	quotient	0.011	0.210	Nil hypothesis rejection

According to the mentioned data in table-3, the correlation coefficient would be significant in 0.01 ($P=0.11$ & $r=0.210$), so there can be a positive significant relationship between problem solving skill and quotient.

Hypothesis 2: there can be a relation between emotional intelligence luck and staffs' quotients.

Table-4: correlation coefficient between emotional intelligence luck and staffs' quotients.

Predictor variable	Criterion variable	Significance level	Correlation coefficient	Conclusion
luck	quotient	0.011	0.210	Nil hypothesis rejection

Noticing the mentioned data in table-4, the correlation coefficient is significant in 0.01 ($p=0.011$ & $r=0.210$), so there is a positive and significant relationship between fortune and exploitation.

Hypothesis 3: there can be a relation between emotional intelligence independence and quotient.(table-5)

Table-5: correlation coefficient of independence and staff's quotients in understudy organization

Predictor variable	Criterion variable	Significance level	Correlation coefficient	Conclusion
independence	quotient	0.170	0.088	Nil hypothesis confirmation

Noticing the above data the correlation coefficient is insignificant in 0.05.

Hypothesis 4: There can be a relation between stress tolerance, emotional intelligence and quotient (table-6).

Table-6: the correlation coefficient between stress tolerance and quotient

Predictor variable	Criterion variable	Significance level	Correlation coefficient	Conclusion
Stress tolerance	quotient	0.003	0.245	Nil hypothesis rejection

The quotient correlation coefficient and the other predictor variables are inserted in table-7.

Table-7: quotient correlation coefficient and the other predictor variables in emotional intelligence

Row	Predictor variable	Criterion variable	Significance level	Correlation coefficient	conclusion
Hypothesis5	Self-prosperity	Staff's quotient	0.482	0.04	Nil hypothesis approval
Hypothesis6	Emotional self-awareness	Staff's quotient	0.020	0.188	Nil hypothesis rejection
Hypothesis7	realism	Staff's quotient	0.001	0.285	Nil hypothesis rejection
Hypothesis8	Interpersonal relations	Staff's quotient	0.003	0.246	Nil hypothesis rejection
Hypothesis9	Optimism	Staff's quotient	0.011	0.210	Nil hypothesis rejection
Hypothesis10	Self-esteem	Staff's quotient	0.004	0.238	Nil hypothesis rejection
Hypothesis11	Impulsion control	Staff's quotient	0.001	0.269	Nil hypothesis rejection
Hypothesis12	flexibility	Staff's quotient	0.174	0.086	Nil hypothesis approval
Hypothesis13	accountability	Staff's quotient	0.272	0.056	Nil hypothesis approval
Hypothesis14	Sympathy	Staff's quotient	0.461	0.009	Nil hypothesis approval
Hypothesis15	Self-implementation	Staff's quotient	0.470	0.007	Nil hypothesis approval

4-DISCUSSION & CONCLUSION

The present study has been done to analyze a main hypothesis and fifteen other ones. The gained results show that there is a positive and significant relation between emotional intelligence and Sepah bank staff's quotients in Western Mazandaran. The findings are in accordance with the previous studies done by Jafari Yazdi & Golzari (2005); Zand et.al,(2008) and Gardner & Quatz (2009)(13,14,15).The findings from the secondary hypotheses reveal that there are positive and significant relations between problem solving skill, fortune, stress tolerance, emotional self-awareness, realism, interpersonal relations, optimism, self-esteem, impulsion control and staff's quotients, however there are not any significant links between independence variables, flexibility, accountability, sympathy, self-implementation among the emotional intelligence elements and SEPAH bank staff's quotients in western Mazandaran. Peterson (2008) believed that there is a positive and significant relation between stress tolerance and staff's quotient, in other word more tolerant the staff is, better exploitation they would have (16). Therefore it can be claimed that these are in accordance with the present research. Moreover the study done by Randria (2008) which was about the positive significant link between optimism and exploitation is in the same way as well the present research. Jahanian showed that there is a positive and significant relationship between self-esteem in emotional intelligence and quotient (18) which is in favor of the present study, therefore noticing the above theory we can say that if in different organizations there are prepared suitable atmospheres to bring their staff self-esteem, then their yield could be increased. Although there cannot be seen any positive or negative relation between independence variables, flexibility, accountability, sympathy and human forces usages. Therefore noticing the gained results we could recommend:

1- Whereas there is a positive and significant relation between emotional intelligence and staff's quotients in SEPAH bank, western MAZANDARAN, therefore it is recommended to strengthen the staff and their emotional intelligences, the bank managers and authorities should employ some appropriate strategies.

2- While there is a positive and meaningful link between interpersonal relations and staff's quotients, therefore it is recommended to train them to improve their human skills and interpersonal relations through settling retraining conferences.

3- Since there are positive correlation between some variables as self-esteem, optimism, self-awareness, fortune and staff's profits, so it is recommended to design the environmental conditions and work place atmosphere in such a way that the workplace changes to a favorable space for staff besides according to Y-theory introduced by MC.GRIGOR the staff could regard workplace as an entertainment space.

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