

Organizational Factors Affecting Burnout (Case Study of Tarabar Sepid Persia Company)

Kamran Hoseinzehi¹, Zeinab Elhami², Saeed Jangizehi³, Yousef Omid⁴

¹M.A in Business Management trend to Insurance Management of University of Tehran

²B.A in elementary education of University of Tehran, branch of Iranshahr

³M.A in Management of Azad University, branch of Zahedan

⁴B.A in Accounting of Applied University, branch of Iranshahr

ABSTRACT

The purpose of this paper is to examine organizational factors (organizational culture and organizational intelligence effective job dislocation in international transport company in Tehran province. The survey method was measurement. The statistical society includes managers, technical and non-technical experts and staff of Tarabar Sepid international transportation company. A sample of 60 individuals were determined. Random sampling method was simple. To measure the variables of a standard questionnaire Maslach and Jackson (2001), Albrecht Organizational Intelligence (2003) and Denison Organizational Culture (2000) were used. Face and content validity of the questionnaire were confirmed by expert opinion. Also, because the Cronbach's alpha coefficient obtained for the variable burnout (76/0), according to organizational intelligence (81/0) and organizational culture (84/0) were higher than 7/0 represents the internal consistency of items and the reliability of the questionnaire was confirmed. Data analysis using single-sample t-test and two-variable regression were performed using the software SPSS22. Analysis of the data showed that the average burnout among employees was above the average assumptions (3) and this reflects the high level of burnout among the population. The regression coefficient also determined that, for every one unit increase in organizational culture and organizational intelligence, respectively, 65 percent and 43 percent of job burnout were reduced.

KEYWORDS: burnout, organizational intelligence, organizational culture, employees, Tarabar Sepid Persia

1- INTRODUCTION

Burnout is usually determined by reducing the emotional resources, energy reduction, an increase in negative attitudes and feelings as well as insensitivity and lack of sympathy for the recipients of services. The lack of a sense of personal achievement is also a manifestation of burnout [14]. Burnout syndromes in principle as fatigue and exhaustion, depersonalization, and reduced professional efficacy are defined among employees with other people, such as social work, health care and education involved there [24]. Atrophy ultimately reduces the organization's effectiveness and the efficiency will result in this case and won't reach their organizational goals and demands [16]. Thus, the study of burnout and efforts to reform is important because it can be an important factor in improving the quality of service. One of the most important principles affecting the preservation and improvement of human resources in any organization, management and control of the occupational stress and preventing the deterioration in the labor market [30]. The development of the organizational capability and therefore its internal organization require the acquisition, storage, processing and use of data, information and knowledge within the organization [17]. The intelligent information processing functions at the level of the individual and the organization to which attention has been paid in literature. The organizational intelligence about the systematic processing of information from sources inside and outside the organization in order to improve the ability to predict the future and adapt to the changing environment [9]. Today, one can confidently say that the organization can identify and use intelligence and increase the competitiveness of an organization not differentiate it from the other organizations. The necessity of organizational intelligence is already responding to the current situation and the need for managers [28]. Using intelligence organization, the effectiveness of using existing data structures increased in line with its goals And information and restricted operating mode to be used in layers of executive directors has been developed for use [5].

Since the activities of managers in organizations that are affected by their internal and external environments and the answer to their problems as humans need to learn [26]. So the important question of the organizational intelligence can help managers and enable them to meet the needs of your organization with respect to memory and reaction time to change in their environment. Therefore, managers need to promote the organizational goals and achieve their organizational intelligence to be able to rely on it to improve their performance [4]. On the other hand, the corporate culture is an environment variable that affects the varying degrees by all members of the organization and the understanding of this structure is important for managing the organization and effective

*Corresponding Author: Kamran Hoseinzehi, M.A in Business Management trend to Insurance Management of University of Tehran.

work. Members of the organization, external to resolve compliance issues (e.g. the best way to participate in global markets) and internal integration (the best way to coordinate and strengthen processes within an organization) as the best way to solve problems, and even the written and unwritten culture of your organization teaches new members. Thus, having the capacity to transform the organizational culture changed thoughts and feelings of the vast majority of members is possible [6]. The main role of corporate culture, enhance the response capability against external compliance issues and internal integration. All organizations have to continually pay to these two broad categories, and awareness of such issues and adaptive learning that the two vital sign of the effectiveness of the organization is essential[11]. Corporate culture and core values that make up the organization's members together in common and based on these values, behaviors are formed within the organization [13]. Culture is a set of key values that are widely accepted by the organization members[31]. The organizational culture as a controller reinforces the specific behaviors and values of the dominant social acts[10] and the organizational culture on the organizational interactions are all[12]. According to what was said to be an important factor that affects job performance and the organizational productivity is burnout. Burnout is a metaphor commonly used to describe the mental analysis employed [27]. According to Maslach (1978) a model begins the process of burnout and emotional exhaustion. The analysis of the emotional response to the chronic stress associated with the job (role overload and stress) which led to a decrease in one's mental and emotional abilities. As a coping strategy, one for cognitive and emotional is distance from their jobs and others (depersonalization). After the depersonalization, the person primary inconsistency between the current situation and expectations on the performance of his career insufficiency realizes that leads to feelings of self-evaluation and efficiency and it is low[21]. Given the above, this is important work that our organization office should have stresses that are constantly evolving, and is consistent. This adaptation both individual and organizational point of view is stressful. Therefore, identifying strengths and resources, organizations and persons to deal effectively with the pressure and stress and its application, the management is very important[15]. Witness accounts suggest that burnout is slowly converted to common health problems among employees. Job environments typical problem does not occur only at the workplace but also fundamental changes in the nature of jobs created. The work economically and psychologically, cold, rough and considered binding in throughput. People are tired physically and mentally. The daily demands of career, family, and everything in between energy and enthusiasm have exhausted. Enjoy achieving success and happiness of progress, day by day becomes more difficult. Cold and selfish people and are trying to distance themselves from their colleagues. They are seeking greater involvement together. This is a sign of failure on the way of life, better career. Given that Iran is a country located in the Middle East and the bridge between the East and European countries, has long been of great interest businessmen and Merchants to transport commercial goods from this country as the most convenient and safest way to reach Europe used. For this reason, Iran has long called as Victory Bridge and Iranians have tried to expand the transportation industry in your country. In this regard, Tarabar Sepid Persia international transportation 1384 Solar was established in Tehran to take steps in the field of international transport. Therefore, given the importance of this issue, this paper seeks to organizational factors (organizational culture and organizational intelligence effective job dislocation in Tarabar Sepid Persia international transport company.

2-RESEARCH LITERATURE

The research main concepts are analyzed here in order to explain the issue.

2-1Burnout: If you feel burnout in emotional exhaustion, depersonalization, and reduced personal accomplishment is defined [18].

The dimensions of burnout:

1. Emotional exhaustion: When people are feeling tired, feel both emotionally and physically, over his ability have drawn from their work. They feel that they have been exhausted and too much work, they cannot relax and get better. I wake up in the morning and as much as they would have gone to bed, exhausted. They lack the energy to dealing with other people's projects. The first reaction to stress and fatigue caused by job demands fundamental changes.

2. Depersonalization or pessimism: When people feel pessimistic, they are cold and find bitter attitude towards work and colleagues. They work in the partnership to minimize and even leave his ideals. The pessimism is a way to fight fatigue and despair. When the future was uncertain for individuals or thought-out stuff over the work, they are useless; it is possible to provide more pessimistic sense of the security. But it can be too cold to Nick bio-power of the individual to work efficiently, and they seriously injured.

3. Ineffectiveness: When people feel their inefficiency, incompetence, their feel lost and any new project seems to be demanding. For the local people in the world is plotting against their efforts to make progress. Doing

things that they may be small and insignificant. Confidence in their ability to do things differently to lose and as confidence, self-denial, the confidence others will be taken from them[20].

2-2-Organizational intelligence: The organizational intelligence and the intellectual capacity mobilize all forces available to the organization and they focus on to achieve the defined goals [23].

Albrecht (2010) consists of seven components of the organizational intelligence knows follows:

Strategic Vision: Ability to create, inference, and the aim of an organization-

-The same fate: a sense of common purpose between people throughout the organization to operate and attempt to form synergistic.

-Appetite for Change: Adaptation and desire to change to achieve the strategic vision.

-Spirit: it attempts desired organizational psychologists as members of the energy above the level of what is going to know.

-Unity and Reconciliation: There are a specific system and the system of the rules to apply to individuals and groups.

Knowledge Application: effective use of knowledge, information and data.-

-Pressure Performance: Each of the executives must have its own executive position.

2-3-Organizational Culture: Denison organizational culture, a powerful force that knows how to act and how to determine the operations, Organizational culture represents a set of values, beliefs, norms, and understanding that the organization has in common with employees[1]. Dimensions of organizational culture based on the Denison organizational culture include;

Engaging in work: It features three indicators of empowerment, team-building, and developing the capabilities to be measured. Effective organizations empower their people, organizations on the basis of form work teams and human resource capabilities at all levels of the day. Among their commitment to the organization increases and as part of the corpus of feel. People at all levels feel they have a role in the decision and the decisions that affect their work and their work is linked directly to organizational goals. At the heart of these properties is measured by three indicators:

-Empower: The people, their creativity and their ability to manage it creates a sense of ownership and responsibility in the organization.

- Team building: In organizations to work together towards common goals, values are given. So that employees feel their work as managers are accountable. These organizations rely for doing things in groups.

-Capability development: Organization in order to meet the needs and continually stay in the race to develop the skills of employees [2].

-Compatibility: It features three index fundamental values, concord and cohesion are measured. The research has shown that organizations that are the most effective and stable integration and employee behavior is derived from fundamental values. Leaders and followers are skilled at reaching an agreement (even when they have opposing views) and organizational activities are well coordinated and continuous. Organizations with such features, a strong culture and distinct and are sufficient to influence employee behavior. These characteristics will be studied by three indicators:

- Fundamental values: Members of a bunch of values that constitute their identity and expectations are partners.

-Agreement: Members are able to agree on important differences. The deal also includes an agreement on the underside and the ability to build consensus on other surfaces.

- Coherent: Organizational units with different functions can collaborate to achieve common goals very well. It also will not work with troubled organizational boundaries[3].

3. Adaptability: It features three indicators of the change, customer orientation and organizational learning can be measured. Organizations that are well integrated hardly changed. The integration of the internal and external adaptability can be of advantage to take into account. Compatible organizations are guided by our customers, are risky, heed his mistakes and change their capacity and experience. They continually improving the organization's ability to value the customers. These organizations often experience sales growth and an increase in market share[11]. These characteristics will be studied by three indicators:

-make Change: The organization is able to create ways to meet changing requirements and environments can recognize Institute, respond to stimuli current and upcoming changes to go forward.

-Customer Orientation: The customer understands and responds to them in advance to supply imply future. In fact, customer-oriented degree to which organizations are directed towards customer satisfaction shows.

3-The research empirical record

In this section, the performed research are studied in regards to study factors affecting burnout by emphasizing on the organizational culture and the organizational intelligence.

-[3] a study entitled "Evaluation of burnout in human resources and organizational factors affecting it (case study: National Iranian Drilling Company)" did. This study aimed to determine the prevalence of burnout and the factors affecting, it have been done in the National Iranian Drilling Company. Burnout (including four components of physical fatigue, emotional exhaustion, personal performance, and depersonalization) and effective organizational factors (including 4 of jobs, colleagues, security, and management) are variables. The results indicate that burnout is a phenomenon that exists in the National Iranian Drilling Company. The role of internal factors in the incidence of burnout in the range of 0/40 to 0/50 with an emphasis on fit structural equation modeling, and management and security factors have the greatest impact.

[7], a study entitled "Relationship between organizational culture, emotional intelligence and self-employment psychological capital and entrepreneurship in Khuzestan Water and Electricity staff" did. Data analysis showed that using canonical correlation between organizational culture, emotional intelligence and psychological capital there is a significant relationship between self-employment and). The most powerful relationship between emotional intelligence first set of variables (independent) (with standard canonical coefficient -0/753) and entrepreneurship second set of variables (dependent) (with standard canonical coefficient -0/81) was obtained.

[16]. in a study entitled "The relationship between the organizational intelligence and job burnout" concluded that of the components of organizational intelligence, values and spirit of depersonalization direct correlation was negative. The results of the regression analysis showed that the combination of predictive variables, strategic vision, shared fate, appetite for change, spirit, integration and homogeneity, application of knowledge and performance pressure can be a good predictor for the variable is also standardized regression coefficients show depersonalization that of the predictors, only two variables in predicting the desire for change and a spirit of shared depersonalization.

-[25] a study entitled "The relationship between burnout and cynicism moderated organization" did. The aim of this study was to investigate the relationship between the two components of burnout (emotional exhaustion and depersonalization) and organizational cynicism and purpose of this study was to investigate the role of moderator variables such as role conflict, work-family conflict, perceived fairness, and trust in colleagues the relationship between burnout and cynicism organization. The results showed that trust in a colleague, perceived fairness, and conflict is negatively related to burnout and cynicism. While a positive impact on the relationship between work-family conflict, and cynicism are mesmerized.

-[29], a study entitled "The relationship between organizational culture and burnout in physical education staff" did. The results showed that no significant relationship exists between organizational culture and burnout. The results also show a significant correlation between organizational culture and the dimensions of burnout showed. Among the dimensions of organizational culture, social cohesion, communication and innovation have a greater share in predicting burnout in staff.

-[22], a study entitled "organizational justice and job insecurity as a mediator of the effects of emotional intelligence on job satisfaction: a study of China" did. The current study aims to examine the influence of individual differences in emotional intelligence on job satisfaction, and organizational justice and job insecurity mainly focused on strengthening the role of mediator total of 420 employees of IT companies in China, reported their emotional intelligence scale organizational justice scale, the scale of job insecurity and job satisfaction questionnaires completed Minnesota. The results showed that emotional intelligence, organizational justice, job insecurity and job satisfaction were significantly associated with structural adjustment are modeled together, showed that emotional intelligence can significantly impact on job satisfaction and relationship between EI and satisfaction was somewhat influenced by the organizational justice and job insecurity.

- [11] a study entitled "attachment styles at work: measuring partnerships and burnout" performed. Although the potential harmful effects of negative social interactions at work have been well described in the literature, but factors have not been considered in the formation of labor relations. Therefore, this study uses a 1624 survey of health care providers in Canada, the intensity of the relationship between attachment styles and quality of social relations in the workplace can be examined. We funded the new scale attachment styles in the workplace is a distinction between anxiety and avoidance attachment found. Avoid negative correlation with positive social structures (civility, psychological safety, and confidence) and the degree of the impact of burnout. In general, compared to avoid attachment, attachment anxiety strongest relationship with violence, exhaustion and pessimism were experienced and motivated at work. Avoid attachment was positively correlated with positive social structures (civility, psychological safety, and reliability) and with dimensions of burnout effect was a negative correlation. With the addition of these two dimensions of burnout attachment to the model as a function of the volume of work, the value of the partner model significantly improved homogeneity and violence. This study shows that employees with high attachment anxiety tend to have closer ties and working process, but nearby is costly hence the more pressure they experience in social interactions.

[19], a study entitled "Job depression in the breeding program for teachers" did. The teacher education reforms program to set the emotional state consists of three related programs: includes teachers from three interrelated through scientific-practical: 1) coordinate the emotional sphere of personality, emotional competence development in teacher training, teacher training programs in the field of self-regulation in terms psychological.

The results of the questionnaire on emotional intelligence emotional skills witness positive dynamics developing in the test group. Emotional intelligence skills such as control of emotions, impulses, deliberate control of his emotions, the empathy, to recognize the feelings of others, the ability to influence the emotional state of other people.

4-Hypotheses

The following hypotheses are introduced based on the theoretical literature and the research experimental record:

- First hypothesis: the changing status of job burnout of employees in Tarabar Sepid Persia is higher than intermediates.
- Second hypothesis: the relative contribution of the impact of organizational culture on job burnout of employees is negative and significant.
- The third hypothesis: the relative contribution of the impact of organizational intelligence on job burnout of employees is negative and significant.

5-RESEARCH METHODOLOGY

The method used in this research was measurement that in terms of target was functional, in terms of execution process was cross-sectional and descriptive-correlation. The statistical society includes managers, technical and non-technical experts and staff of Tarabar Sepid Persi international transportation company. A sample of 60 individuals were determined. Random sampling method was simple. A standard questionnaire was used to measure the variables. Maslach Burnout Inventory and Jackson (2001) contains 22 items in three subscales: emotional exhaustion (9 items), depersonalization (5 items) and reduced personal accomplishment (8 items) is. Adjusted Albrecht organizational intelligence questionnaire (2003) contains 44 items in 7 components, vision, shared fate, appetite for change, spirit, alignment and congruence, knowledge, and pressure performance. The questionnaire included four dimensions of organizational culture based on the Denison organizational culture model (2000); engage in work (item 10), like (10 items), adaptability (10 items) and mission (10 items) is. All the items in a range from strongly agree to strongly disagree 5 Likert were set. To check the validity with respect to the merits, in the process questionnaire content, including the validity of the judgment (expert opinion) and formal was used. To test reliability of Cronbach's alpha coefficient was used. Because the amount obtained for the variable burnout (76/0), according to organizational intelligence (81/0) and organizational culture (84/0) was higher than 7/0 represents the internal consistency of the items and confirmed the reliability respectively. In order to test hypotheses inferential tests (t-sample, two-variable regression) was performed using the software SPSS22.

6- Research finding

As shown in Table 1, the one-sample t-test to assess the significance level of the first research hypothesis that a statistically significant difference between actual and assumed the average variable is measured burnout .0/05 is much smaller, so the null hypothesis that the average value of 3 variables is not licensed. The two shown in column 95% (top and bottom) suggests that these values for all variables direction. Lower and upper bounds positive gap indicates that the average respondents' views about these components is greater than the number 3 and The results of the analysis of the data shows that the average statistic value t, is larger than the critical value 1/96 And critical area analysis is, in other words mean the number 3 is significant, the average burnout in staff above average given (3).

Table 1: single-sample t-test to evaluate statistical differences between actual and assumed average variable job burnout in staff

Reliability level95%	Mean variation	Meaningful level	Free level	Values t	Standard deviation	Average
Low limit top limit	0/53119	000	59	8/551	0/57837	3/5312

According to Table 2, the value of F (14/72) that the error is smaller than the /05 shows significant regression equation is significant. The correlation coefficient (R = -0/65) indicates that the organizational culture is strong and inversely with burnout. The regression coefficient (B = -0/65) as well as the contribution of independent variable to predict the dependent variable specifies, in other words, for every one unit increase in organizational culture, 65% of job burnout is reduced. And the t-statistic and it also shows the error level of less than 0/01 that the variable statistically significant effect on the changes in variable is burnout.

Table 2: Results of bivariate regression correlation coefficient between organizational culture and job burnout

sig	F	T	B	RR ^{2adj}	R	Independent variable
0/000	14/72	38/364	0/65-	0/57	0/65	Organizational culture level

According to Table 3, the value of F (16/60) that the error is smaller than the 05 show significant regression equation is significant. The correlation coefficient ($R = -0/43$) indicates that the average organizational intelligence and job burnout is inversely related to the amount, the regression coefficient ($B = -0/43$) as well as the contribution of independent variable to predict the dependent variable specifies, in other words, for every one unit increase in organizational intelligence employees, 43% of job burnout is reduced. And the t-statistic and it also shows the error level of less than 0/01 for the variable statistically significant effect on the changes in variable is burnout.

Table 3: results of the bivariate regression correlation coefficient between organizational intelligence and job burnout

Sig	F	T	B	R^{2adj}	R	Independent variable
0/005	16/60	20/171	0/43-	0/32	0/43-	

DISCUSSION

Here is a summary of the findings will be presented:

-Results of the analysis showed that the statistic t (8.551), the critical value (1/96) was greater in the critical area tested in other words, the mean of the number 3 was significant, it can be assumed average burnout in staff above average (3). And this reflects the high level of burnout among the population.

-The correlation coefficient ($OR = -0/65$) showed that organizational culture is strong and inversely with the level of job burnout. The regression coefficient ($B = -0/65$) also found that, for every one unit increase in organizational culture, 65% of job burnout was reduced.

The research finding is similar to Naderi, Marashian's research results (2013), Tarafi et al (2005).

The correlation coefficient ($R = -0/43$) showed that the organizational intelligence has a mean and inversed relation with the level of burnout, the determined coefficient ($R^{2adj} = 0/065$) also showed that the organizational culture variation has determined 57% of the changes of the burnout variation. The regression coefficient ($B = -0/43$) also found that for everyone increase unit in the organizational intelligence of the employees, 43% of job burnout was reduced.

The research finding is similar to Faghihi and et al (2011) and Oyang and et al (2015) research results.

Functional offers

The results showed that on the one hand burnout among staff is high population and on the other hand, employees who score high on the organizational culture and organizational intelligence gained variables have shown low burnout Hence we can say that the low corporate culture and organizational intelligence among employees is the cause of burnout.

According to the results, suggestions for strengthening the organizational culture is presented as follows:

-Managers and employees must use the participation of members in decision-making and resolve conflicts, make recommendations system, helping to meet physical and emotional needs, training workshops necessary, meritocracy, a spirit of creativity and innovation, updating and use of consultants and the experts so that they can create an atmosphere of open and constructive engagement would help ensure their staff.

-Organization administrators need to establish a special focus on understanding and mapping activities based on fundamental values such as objective, strategies, organization. For this purpose, fundamental values and skills have been developed as part of the competitive strategy of the organization and management should be considered.

-Supervisors and managers should be employees who are in direct contact with customers and customer demands require and encourage respect and in any case ready to meet the demands of clients and the interest they pay to fix the problem.

-Goals and objectives can be turned on with the mission, vision and strategy and the direction graft clearly identify the individuals. Brochures, posters and photos on goals and mission of the organization is used.

According to the results, suggestions for strengthening the organizational intelligence offered as follows:

-The issue of strategic vision and mission of each organization's mission statement. For this purpose organizations should form teams and a thorough examination of the institutional environment, opportunities and threats identify and take necessary measures in a timely manner.

-It is recommended to strengthen the sense of common destiny among managers and staff, staff director on the programs and important issues and share their results. This will be to everyone in the organization with more effort than usual to achieve the organizational goals to help managers. It is recommended to study the organizational environment, organizational activities are continually growing and adapting to environmental changes organizations.

-It is recommended that managers through recreation programs, family vacation, a proper implementation of programs in various national and religious occasions along with family and quality of life for employees

working in the organization raise. For example, managers can create in the minds of employees, their job duties with enthusiasm and willingness to do more. This is when employees in order to achieve success and the goals of your organization demonstrate extraordinary effort.

-It is recommended that information systems should be designed to empower employees to do their jobs and align. One of the factors that delegation could feel the unity and agreement among employees and managers increase and It is recommended that the device manager and delegate their trust to their subordinates.

-It is recommended that Web sites be operated in organizations, Web site setup creates the possibility that individuals within the organization with the latest changes and research are related to the organization and their job.

-It is recommended that staff are aware of their responsibilities and their role and expectations of employee engagement clearly described and in the relationship between managers and employees to communicate clearly and pension exist.

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