Examining the Relationship between Emotion Intelligence and Organizational Commitment Welfare Office of Guilan Province-Iran

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Abstract: Today, the importance of emotion psychology is underlined. This belief that emotion amplifies other abilities (nor hinders them) is accepted. In addition, many researchers believe that emotion is the main and scientific reason of motivation. Emotion intelligence is a combination of emotional skills, social values, and behaviors. The main goal of this research is examining the relationship between emotion intelligence and organizational commitment in managers and staff of Welfare Office of Guilan, Iran. The sample volume included 400 staff of the office who were tested through emotion intelligence and organizational commitment questionnaire. The data were analyzed by Variance Analysis Test and Pierson Correlation Coefficient. The results show that there is a positive and meaningful relationship between emotion intelligence and organizational commitment. Also, in this research the relationships between emotion intelligence components and organizational commitment components were examined in which it was found no meaningful relationship between organizational commitment and self-awareness and concordance components. But, other components such as: self-organization, motivation, and social skill have a meaningful relationship with organizational commitment.

Key words: Emotion intelligence, Organizational commitment, Motivation, Self-awareness, Concordance, Social skill

INTRODUCTION

Theoretical Sources of most of the researches which are in the field of emotion intelligence concept is an adaptation of John Mayer works and Peter Salovi’s. According to them, emotion intelligence acts as an ability which controls perception capacity, recognition tools, and emotions applications in a person and others (Samari& Tahmasebi, 2007). Emotion intelligence is a concept by which we can interpret many differences in individuals in achieving success.

Emotion intelligence means awareness of emotions and how this awareness affects inter individual relationships. Emotion intelligence is a skill which its owner can control his/her morale through self-awareness, can improve it through self-management, can recognize its effect through concordance, and can amplify his/her morale or others’ through relationship management (Doustar,2006). The important point in emotion intelligence is that its abilities are not natural, but also they can be taught or be achieved (Mokhtari poor & Siadat,2007). The new researches have shown that managers who have emotional relationships with their staff and show their emotions, have a motivation which makes them compatible with organization goals and values (Forootan,2007).

Chernis(2007) have mentioned four reason in relation to why a workplace should be a place for evaluating and modifying emotion intelligence abilities:
1. Emotion intelligence abilities are necessary for achieving success in many jobs.
2. Many people are employed without having any ability in this field.
3. Staff own obligatory motivation for training emotion intelligence.
4. Many people in the world spend most of their rest hours on working.

Goal man like Galoy et al (2005) believes that individuals who have developed emotion intelligence, can communicate with others properly. So, regarding the above explanations, researcher tries to answer this question that is there any relationship between emotion intelligence and its components (self-awareness, self-organization, motivation, concordance, social skill) and organizational commitment in managers and staff of Guilan province Welfare Office?

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Research Method:
The method of this research is correlation, and is of descriptive-analytical type. The statistical community includes 1279 managers and staff. Regarding Cochrane formula, the sample volume was obtained 400 people. In this research, the stratified random sampling method was used. The data collecting instrument was questionnaire that it is used 2type of questionnaire in this research: 1)Bar, N. & Shat emotion intelligence self-evaluation questionnaire. 2) Allen &Mayer organizational commitment questionnaire. Finally, the questionnaires validities were accepted by justifiability and durability (by using Cronboch alfa coefficient, their validities were obtained 87%, 89%, respectively).

Findings:
In this research it is engaged in examining research predications by using inferential statistic, statistical technique, one-way variance test, Pierson Regression Coefficient.

Table 1: Correlation between emotion intelligence and organizational commitment

<table>
<thead>
<tr>
<th></th>
<th>Organizational commitment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emotion intelligence</td>
<td>( r^2 = 0.354 )</td>
</tr>
<tr>
<td></td>
<td>( P\text{-value} = 0.043 )</td>
</tr>
<tr>
<td>N</td>
<td>400</td>
</tr>
</tbody>
</table>

Regarding the above table, the correlation coefficient is 0.354 which shows there is a positive and direct relationship between these 2 variables. This relationship is a meaningful relationship.

Table 2: Correlation between emotion intelligence components and organizational commitment variables

<table>
<thead>
<tr>
<th>Variables</th>
<th>R</th>
<th>( R^2 )</th>
<th>Be</th>
<th>Bate</th>
<th>Standard error</th>
<th>T</th>
<th>T-value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Self-awareness</td>
<td>0.076</td>
<td>0.006</td>
<td>0.307</td>
<td>-0.076</td>
<td>0.206</td>
<td>-1.48</td>
<td>0.137</td>
</tr>
<tr>
<td>Self-organization</td>
<td>0.144</td>
<td>0.021</td>
<td>0.672</td>
<td>0.144</td>
<td>0.234</td>
<td>2.86</td>
<td>0.004</td>
</tr>
<tr>
<td>motivation</td>
<td>0.215</td>
<td>0.046</td>
<td>0.488</td>
<td>0.215</td>
<td>0.114</td>
<td>4.26</td>
<td>0.000</td>
</tr>
<tr>
<td>concordance</td>
<td>0.51</td>
<td>0.003</td>
<td>0.195</td>
<td>0.51</td>
<td>0.195</td>
<td>1</td>
<td>0.318</td>
</tr>
<tr>
<td>Social skill</td>
<td>0.113</td>
<td>2.50</td>
<td>0.580</td>
<td>0.113</td>
<td>0.013</td>
<td>0.258</td>
<td>0.025</td>
</tr>
</tbody>
</table>

The results of this table show that self-awareness and concordance components are not related to organizational commitment, but self-organization and social skill have a relationship with organizational commitment.

Discussion and Conclusion:
This research show that there is a meaningful and positive relationship between emotion intelligence and organizational commitment. It is also shown that emotion intelligence can be taught and be amplified. Therefore, it is necessary for organizations to try to amplify their staff emotion intelligence. Since self-awareness and concordance are not related to commitment, and also self-awareness is a social evaluation, it is better to review and examine the organization tasks regarding management dimension and structural and individual relations dimension. Danniel Goalman believes that concordance is a way to know others emotions.

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