

## Studying the Relationship between Employees' Kind of Personality and their Emotional Intelligence in Sirjan Executive Systems

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### Abstract

This research basically aims to study the relationship between employees' kind of personality and their emotional intelligence in Sirjan executive systems. In this regard dimensions of employees' personality include: introversion, extroversion and also dimensions of emotional intelligence include recognizing personal emotions, using emotions correctly, recognizing others' emotions, self-motivation and communication. Statistical society of this research includes 296 employees of 50 executive companies, offices and centers in Sirjan. Because of limiting statistical society, sample size was considered equal to statistical society. Instruments of data collecting include two questionnaires from kind of personality and emotional intelligence. Validity and reliability of employees' personality questionnaire were accounted %84 and %87, validity and reliability of emotional intelligence were %75/5 and %87. In order to analyze data collected by questionnaire, several kinds of abundance distribution tables, curves, determinant coefficient ( $r^2$ ), average and Pearson correlation test were used and all statistical analysis were done by Spss software. Analyzing data shows this fact that there is a meaningful and reverse relationship between employees' introversion and emotional intelligence and there is a positive and direct meaningful relationship between employees' extroversion and emotional intelligence.

**Keywords:** Personality, Emotional intelligence, dimensions of emotional intelligence

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## **Introduction**

Personality is a complicated theoretical structure that is defined in different methods. Scope of these definitions, from organism inner process to evident behaviors resulted from people communication is changing. (Fathi Ashtiani 1388). Maddi (1989) defines personality as stable collection of desires and properties that determine behavioral- psychological similarities and differences of people and aren't easily perceived as a result of time biological and social pressures. Personality properties are the first guide to determine cognitive and emotional position of people and have effect on emotional-social roles and interpersonal and business behaviors of people (Mognihan and Peterson, 22:2000).

Ayzenk one authority of personality scope explains that personality dimensions aren't created by culture randomly but they are results of human genetic and neurophysiological organism. Is personality is biology-based, so two theories are eight: first, the main dimensions of personality should be general and not be limited to a special culture. Second, there are neurophysiological differences between people in one side of a dimension (e.g introverts) and those in other side (e.g extroverts). (Fist &Fist, translated by Seyyed Mohammadi, 31:1387). However Ayzenk explains that the main reason of differences between introversion and extroversion is brain motivation level. In other words he believes that people, introverts and extroverts are different in function of a part of their brains that is ascending reticular activating system (Ayzenk, 1991).

Emotional intelligence is the result of relation between intelligence center and emotion center of brain. While creating skills of emotional intelligence this relation is reinforced. In fact brain cells make branches and create relation between feelings and intelligence. To make skills of emotional intelligence the relation between emotion centers and intelligence centers should be increased (Bradbury & Grieves, translated by Ganji, 57:1384).

Emotional intelligence as a new property may anticipate some important cases which were previously unforeseen. It seems that high emotional intelligence can anticipate low anger and other problematic behaviors (Golparvar & colleagues, 12:1389).

## **Discussion**

Personality is all permanent properties and qualities of a person which make him/her different from others and cause to communicate with others (Gholizadeh Kalan, 1380:183). Personality or character is a relatively stable and permanent sample of one's thought emotions and behavior. In other words personality includes relatively stable and permanent properties called adjectives (such as irritable, anxious and talkative) (Ebrahiminejad, 23:1386).

Personality called personalit in Latin language and personality in Anglo-Saxon language (Mohammadi, 18:1387) is rooted from Greek word of persona that means a cover which actors wear to play their roles (Shultz, Persian translation; 11:1387). This meaning was gradually developed and included the role that an actor played (Shamloo, 15:1382).

Gorge and Jones find personality as a relatively stable model of methods which one thinks, feels and behaves (37:1999). Personality of a person is a collection of certain properties and

qualities that make him/her a unique creature (Moorhead and Griffin, Persian translation;55:1379).

Ayzenk is one of whom that performed some researches in the field of properties approach. The results of Ayzenk research showed t5hat personality has three limits for which there is an opposite pole including:

- 1-Introversion (extroversion)
- 2-Psychoneurosis (lack of psychoneurosis)
- 3-Psychosis (lack of psychosis)

Ayzenk also described people belonging to these final poles from psychological point of view. Some properties of these groups include:

1-Introverts: Introverts are affected by qualities of central nervous system. They are naturally much talent to stimulate and avoid stimuli. They grow vertically and are less addicted so prefer pipe. They are so pensive and visionary. They aren't interested in participating in commissions and generally are recluse and solitary. Their intelligence scale is high and they are so expressive. They are so exact to do their jobs but step carefully and slowly. They are so excessive and don't value the works they do. They believe traditions and traditional principles and tend to feel inferiority much and they are so talent to welcome anxiety, depress and obsession (Hajl & colleagues, Persian translation; 1381:121).

2-Etroversions: extroverts are also affected by central nervous system, less talent to stimulate, it means that they are less sensitive to stimuli, moody and they grow horizontally and can hold their feet up for a long time. They feel time shorter than introverts and smoke more. They prefer cigarette and follow simulative things; they avoid risky and harmful works and not interesting in work and effort and take less workforce. They are less intelligent, expressive and tolerant. They are hasty to do works but not so exact. They aren't so excessive, but value what they do much. They are flexible and like joke and humors so much especially if they are in physical side. They intend to affections resulted from hysteria (Mohajer, 1382:40).

Two dimensions found in most studies analyzing personality factors include "introversion-extroversion" and "emotional stability-instability". There are some shy people at the end of this measure introverts who prefer to work and try solely and become pensive while facing emotional pressure or conflict. At the end of extroversion there are popular people and prefer some skills to communicate others directly. They consult others while by affecting by pressure. In past it was imagined that one of two dimensions of introversion is preferable to other one. But recently, studies showed that this theory isn't true and all qualities have some strong and weak points. Following the most important differences between introverts and extroverts are presented in several areas which cause to difference between desires, needs, interests and finally their feelings and behaviors (Pirmoradi,1386:73).

Thorndike the professor of Colombia University was the first one who called the skills of emotional intelligence. The expression invented by him shows the ability of people who are

skillful to come to an agreement with others. In 1980 emotional intelligence got the current name (Travis Bradberry and Jin Grives, Translated by Ganji, 1384:17).

Emotional intelligence is considered as an ability to recognize the meaning of emotions and communications which able one to solve his problems. In 1993 explained that three dimensions of emotion attention, explanation and regulation are the basic indexes of emotional intelligence and in 1995 they accepted that people while possessing emotional intelligence will be skillful in four areas of recognition, perception, comprehension and regulation of emotions (Salvoey & Mayer, 1999:276-269).

Bar-on (2000) compiled a multi-facto model for emotional intelligence and considered emotional intelligence as a system of skills and efficiencies which affect one's ability to face with environmental problems. Presenting 15 dimensions of emotional intelligence he claimed that emotional intelligence, emotional and social skills grow and change during time and it can be said that they are increased by education and reformative and curative programs (Soltanifar, 1386:35).

Emotional intelligence includes such abilities such as one can hold his motivation and bear the problems, control himself in critical conditions and be quiet, agree with others and be hopeful (Golman, 1995:22).

Researches show that the importance of emotional intelligence is increasing to develop the position of organizations. By intelligent interest it can be anticipated what job is proper for which person? While emotional intelligence can anticipate the route of employees' development, failure and marking time. In organization leadership levels %87 of abilities to achieve are more related to emotional intelligence rather than technical and intelligent abilities (Golman, 2000:90). So the research seeks the answer of following main questions:

Is there a relationship between Employees' introversion and their emotional intelligence in Sirjan executive systems?

Is there a relationship between Employees' extroversion and their emotional intelligence in Sirjan executive systems?

### **Research theoretical framework**

In this research personality is considered as the foresighted variable and emotional intelligence as the base variable.

Personality is one's all adjectives, properties and qualities which are permanent in him and differentiate him from others and cause him to relate and agree with his environment (Gholizadeh Kalan,1376:5).

Personality structure is explained based on several models. Five factor model is the most important personality model. This model includes: 1-Etroversion: is an energetic approach to society and material world. 2- Adaption: a simple and social orientation to others without hostility and enmity. 3-Dutifullness: includes controlling sudden motivations under giving prescription by society which facilitates behaviors related to one's goal and duties. 4- Emotional constancy: constant and developed but not inconstant state that causes suitable

and personal reactions to several positions. 5-A way to experience includes: space, depth, complexity and truth of one's experimental and mental life (Goldburg, 1992).

Hasanshahi (1384) in a study shows that there is a relation between extroversion factors and emotional intelligence. Also Salkofski and Miniski (2003) in a study show that high emotional intelligence correlate with extroversion ( narrated by Zoghi paydar & colleagues).

Mayer, Salovey and Carrso consider emotional intelligence including four correlated abilities: feeling emotion in self and others, using emotions to facilitate making decisions, feeling emotion and managing emotion. In other side Bar-on defines emotional intelligence a complex of emotional self-conscious and also other skills and properties which have effect of one's success again environment pressures and desires. Following are definitions of these variables:

**Personality:** Personality is an inseparable collection of physical and sensual properties which is known by close friends and in other words is as a mask or veil which one wears to agree with environment that is in fact kind of playing a role in life scene (Amirnejad and others, 1386:7).

**Extroversion:** Extroversion is an event in which paying strong attention to external things and affairs that causes human voluntary and basic actions aren't resulted from mental evaluation but effected by external affairs and factors (Siasi, 1371:82).

**Introvert:** Introverts are mentally in a brain activity higher than natural extent and so introverts need stimulation less than natural extent. They have internal and mental view and are more ready for self-restraint (Siasi, 1371:82).

**Emotional intelligence:** Ability for self-excitation, resistance in failure times, ability to control sudden motivations and desires, delaying and gratifying desires and ability to set mental states in order and being hopeful (Ahadi and colleagues, 1387:7).

**Recognizing personal emotions:** Recognizing every sense as it emerges is base of emotional intelligence. Ability for every time senses controlling to get psychological insight and self-perception is so important (Sharifi, 1386:5)

**Using emotions in a right manner:** Controlling one's feels is the ability relying on self-consciousness which points to one's capability to relieve self, remove common anxiety, depression or impatience (Ahadi & colleagues, 1387:7).

**Self-excitation:** In a simple word it means controlling sudden motivations, self-control, delay in gratifying desires and wishes immediately, controlling emotions ability to set in a proper mental condition (Sharifi, 1386:8).

**Communicating with others:**The main part of communication and skill of controlling emotions in others. Skillful people in this field listen to others well, accept others and don't judge, make the feeling of value and self-respect in others not feeling of guilt and react calmly to others (Ahadi & colleagues, 1387:8).

Ayzenk and colleagues (2006) in a research focus on “different kinds of personalities and their properties to recognize personality” and in this field they pay attention to several mental properties which are determined in psychology by some titles as adjectives, reasons and sorts. In Ayzenk point of view extroversions are social people, interested in party, having many friends and seeking for emotion that perform without thinking and in a motivational manner (Ahadi & colleagues, 1387:8).

In the field of emotional intelligence and personality most results show that these two structures are highly correlated.

Tylor (2000) believes that people having high emotional intelligence can adopt life problems and challenges well and control their emotions effectively and finally improve and develop their mental health (Moosavi, 1388:57).

### **Research method**

The research method is descriptive and of correlation type and from purpose perspective belongs to operational researches performed as field researches. Statistical society of this research includes all 296 employees in Sirjan executive systems. In this research random class method proportionate to class size is used. This method of sampling is used while society isn't homogenous and compatible. Every branch is considered as a class and according to population, from employed people in that company some were selected using simple random sampling in which questionnaires were distributed among them randomly.

### **Research instruments**

In this research data collecting instruments were questionnaires. Questionnaire is a useful structure to collect data in which all respondents are asked a collection of equal questions (Sekaran, Persian translation; 1388:260). In order to necessary data in this research two questionnaires were used. Questionnaire of employees' kind of personality includes 21 questions and evaluates employees' kind of personality by components of introversion personality and extroversion personality which is designed as a five points form (strongly disagree to strongly agree). Because of standard questionnaire it was avoided to reevaluate its content validity. Reliability of evaluation instruments was obtained %75/5 by evaluated Cronbach's alpha test.

Emotional intelligence questionnaire used to evaluate employees' emotional intelligence includes 25 questions made by researcher and evaluates emotional intelligence using five indexes of recognizing personal emotion, using emotions in a right way, self-excitation, recognizing others' emotions and communication and is designed as a five points form (strongly disagree and strongly agree). Validity of the mentioned questionnaire was evaluated by five members from scientific mission of Kerman and Rafsanjan open universities and its content validity was obtained 0/84. Also to evaluate reliability of evaluation instruments Cronbach's alpha method was used and reliability was obtained 0/78.

### **Research findings**

Result of research first hypothesis shows that there is a meaningful indirect relationship between employees' introversion and their emotional intelligence. Based on results of correlation test, Pierson correlation coefficient was -0/117 and Spearman correlation coefficient was -0/101.

Result of research second hypothesis shows that there is a meaningful positive relationship between employees' extroversion and their emotional intelligence. Based on results of correlation test, Pierson correlation coefficient was 0/193 and Spearman correlation coefficient was 0/173.

Statistics of Pearson and Spearman test

Conclusion	Emotional intelligence	?	?
There is an indirect and meaningful relation	0.117	Pearson correlation coefficient	Introversion ? ?
	-0.101	Meaningfulness	
	296	Numbers	
There is a positive and meaningful relation	0.193	Pearson correlation coefficient	Extroversion ?
	0.171	Meaningfulness	
	296	Numbers	

\*\* Correlation is significant at the 0.01 level (2-tailed).

Conclusions	emotional intelligence	?	?
There is an indirect and meaningful relation	0.101	Spearman correlation coefficient	Introversion ? ?
	-0.101	Meaningfulness	
	296	Numbers	
There is a positive and meaningful relation	0.171	Spearman correlation coefficient	Extroversion ? ?
	0.171	Meaningfulness	
	296	Numbers	

\*\* Correlation is significant at the 0.01 level (2-tailed).

**Discussion**

Personality is an effective factor of creating individual differences. Personality is a collection of one's properties and adjectives that is used to compare people with each other (Morhed and others, Persian translation, 1377:66). From Young's points of view introversion and extroversion events constitute two important dimensions of human personality.

Extroversion: Extroversion is an event in which paying strong attention to external things and affairs that causes human voluntary and basic actions aren't resulted from mental evaluation but effected by external affairs and factors (Siasi, 1371:82).

Introvert: Introverts are mentally in a brain activity higher than natural extent and so introverts need stimulation less than natural extent. They have internal and mental view and are more ready for self-restraint. They often spend their time solely to study and are less intended to communicate with others. In other side extroverts have a brain activity slower than natural extent, so they need stronger stimulation than natural extent. Extroverts have mostly objective and external view and higher experimental activity(Lutanz, Persian translation, 1376:525). But they have less self-control than introverts. These people intend to influence on their environment, compete with others and appear in public associations more. However, if introversion and extroversion appear in people excellently, we'll confront two abnormal personalities that the first one appears as schizoaffactive disorder and the next as hysteria disorder. But these people are rare and most people are between these two final poles. Some are close to introversion final pole and others are close to extroversion final pole. And much people are in balance of both introversion and extroversion dimensions that are called ambiverts (Siasi, 1371:83).

Emotional intelligence includes "Ability of controlling feels and emotions of self and others, differentiating among them and using their information in their thought and actions". So emotional intelligence is an important series of abilities: Abilities such as one can retain his motive and be patient against tribulations, delay his sudden motivations and control them, set his mental states in order and doesn't let disturbance make him anxious, agree with others and be hopeful (Sharifi, 1386:4).

Statistical calculations show that there is a relationship between introversion and emotional intelligence in Sijan executive systems. Results of studying the relationship between introversion and emotional intelligence show that there is an inverse and meaningful relationship between introversion and emotional intelligence; it means that increasing introversion degrees decreases employees' emotional intelligence. Studying some personality theories such as Mc curry five factors sample shows that factors of emotional intelligence are like personality constituent factors. Psychoneurosis (worried, unsafe, angry), pleasance (kind, simple, polite), extroversion (talkative, joyful, loving), dutiful (careful, confident, orderly), relief (innovative, independent, creative) compared with other theories; emotional intelligence is just considered as one of personality structures. Regarding personality extent and its components, emotion and motivation aren't included all personality (Ahadi & colleagues, 1387:5). Emotional intelligence is resulted by one's communication with social environment. Children who are happy and intelligent to well-being communicate with others more. (Moosavi, 1388:5). So it is expected that introverts are more able to control their emotions.

Statistical calculations show that there is a relationship between extroversion and emotional intelligence in Sijan executive systems. Results of studying the relationship between extroversion and emotional intelligence show that there is an positive, direct and meaningful relationship between extroversion and emotional intelligence; it means that increasing

extroversion property increases emotional intelligence and on the contrary it is in the same direct with researches of Dawdawhurt (2000), Pitraidzo, Farnam (2001), Salkofsk Austine (2003), Besharat (1386) and different from researches of Langelaan & colleagues (2005), Bracket & colleagues (2003). In above explanations it can be said that extroversion provides one to experience enjoyable events and this provision can help one to emerge in interpersonal and social relations efficiently and so reinforce emotional intelligence (Watson and Clark, 1992). Some people are more successful to get emotional intelligence and can reinforce their social and individual personality. Psychological researches show that people with "extrovert" personality have higher emotional intelligence than people with "introvert" personality. Also about people personality and emotional intelligence it is said that "higher emotional intelligence means more balanced and experienced personality, and in all stages of life especially adult age can help to develop communication with others (Moosavi, 1388:5). So it is expected that people having high level of extroversion are more interested in group, massive and active works and this property has a positive role to increase emotional intelligence. And a rich, comprehensive and coordinated personality raises the capacity of emotional intelligence.

### **Research suggestions**

1-Regarding that there is a relationship between employees' personality and their emotional intelligence and personal properties have effect on people's emotions, so it is suggested that some conditions are met in which people know their personalities better because they show more capability for emotional intelligence and controlling their emotions and feelings.

2-Regarding that there is a reverse relationship between introversion and emotional intelligence it is suggested that people having personal properties of introversion aren't employed in jobs requiring high emotional intelligence.

3- Regarding that there is a direct relationship between extroversion and emotional intelligence it is suggested that people having personal properties of extroversion are employed in jobs requiring high emotional intelligence.

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