

Examined the Relationship between Emotional Intelligence and Quality of Working Life City Executive Personnel Khash

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Abstract

This research aims to study the relationship between emotional intelligence and employees' work life quality in Khash executive systems. General project of the research is correlation performed on 286 employees of Khash executive systems who were selected by random sampling method. Research instruments include: Questionnaire of emotional intelligence, questionnaire of work life quality.

To analyze data Pearson and Spearman correlation coefficient is used. Research findings show that there is a relationship between emotional intelligence and employees' work life quality in Khash executive systems. So it is suggested that the relationship between two variables of emotional intelligence and work life quality that is probability of meeting more employees' personal needs and security for people in the way that they can live with others comfortably and feel usefulness, accepted by others and finally have an opportunity to increase their skill and knowledge.

Keywords: Emotional Intelligence, Work life Quality

Introduction

Emotional intelligence is one conception regarded in recent decades. The reason is theoretical ability of high emotional intelligence to solve problems better and decrease conflicts among what human feels and thinks. Importance of emotional intelligence in the way of life changes is determined as a factor to fit changes properly and then merely intellectual abilities can't be good anticipators for life success. Emotional intelligence explains how to use intelligence for life success (Ahmadi Azghandi & Farzam, 2007).

According to Bar- Ann (2001) emotional intelligence includes a set of knowledge and emotional and social abilities which influences our general capabilities to meet environmental needs effectively. The set includes: (Bar- Ann, 2006)

- 1- Recognizing personal emotions
- 2- Using emotions correctly
- 3- Exciting self
- 4- Recognizing others' emotions
- 5- Making a communication with others

Work life quality is a process by which all people in organization interfere in decisions influencing their jobs and work environment generally by free and suitable communicational canals prepared for this purpose; and as a result their willingness of work will increase and nervous pressure from work will decrease (Dullan & Shuller, quoted by Ziaee Bigdelli, 2000). The most formal definition of work life quality by Walton is presented as: "work life quality includes abilities of people in organization to meet their personal important needs in organization by their experiences (quoted by Kharazian, 2007). Walton defines the main components of work life quality in four dimensions: (Sheikh pour, 2013).

- 1-Work meaningfulness
- 2-Work organizational and social fitness
- 3-Challenge of work richness and fruitfulness
- 4-Growing skills and continuous learning in work

Several researches show that there is a meaningful and direct relationship between emotional intelligence and work life quality. Especially the research results of Alvani and Dehbeigi (2008) about studying the effect of training emotional intelligence on services quality of Mellat bank branches show that there is a meaningful and direct relationship between emotional intelligence and work life quality. The research results of Shoot and colleagues (1998) show that there is a positive relationship between emotional intelligence and work life quality. The research of Afzal-0-Rahim and Miner (2003) about studying emotional intelligence over quality and ability to solve problem, examine three-dimensional relationship of emotional intelligence (self-consciousness, self-regulation and unanimity) and finally pay more attention to work life quality. Research results of Etebarian and Khalili (2009) about work life quality and its dimensions with organizational socialization show that there is a direct and meaningful relationship between work life quality and all its dimensions including fair and sufficient payment, safe environment, creating growth opportunity, roles of law and legislation, general space of work life and social fluency with organizational socialization. It relates to the present research too. This research was done by purpose of studying the relationship between emotional intelligence and employees' work life quality in Khash executive systems. Regarding above mentioned titles the main hypotheses of this research include:

Hypothesis 1: There is a relationship between emotional intelligence and employees' work life quality in Khash executive systems.

Hypothesis 1-1: There is a relationship between recognizing personal emotions and employees' work life quality in Khash executive systems.

Hypothesis 2-1: There is a relationship between using emotions correctly and employees' work life quality in Khash executive systems.

Hypothesis 3-1: There is a relationship between exciting emotions correctly and employees' work life quality in Khash executive systems.

Hypothesis 4-1: There is a relationship between recognizing others' emotions and employees' work life quality in Khash executive systems.

Hypothesis 5-1: There is a relationship between making communication and employees' work life quality in Khash executive systems.

Research Methodology

From view point of application purpose this research of descriptive researches and correlation ones. Instrument of gathering information is questionnaire. This questionnaire includes two sections (emotional intelligence and work life quality). In the first section- emotional intelligence- components of recognizing personal emotions, using emotions correctly, exciting self, recognizing others' emotions, making a communication with others are questioned. In the second section-work life quality- components of salary and fringe benefits, safe and health work environment, providing the opportunity of growth and continuous safety and developing human capabilities are questioned. In general there are 47 questions for which answers are designed based on (five-option) Likert scale, from completely disagree to completely agree.

Statistical society

Statistical society of the research includes all employees in Khash executive systems, containing formal and contractual employees (1057 people), among whom 286 people were selected as related sample.

Data analysis method

To analyze data both methods of descriptive and inferential statistics by spss software were used. To recognize the relationship between variables of emotional intelligence and work life quality, Pearson and Spearman correlation coefficient were used.

A-Descriptive findings

Obtained results show that among 286 people of statistical sample, there are 232 men and 54 women who form %81.1 and %4.9 of sample respectively. From age view 14 people equal to %4.9 were under 25 years old, 115 people equal to %40.2 between 25 and 35years, 100 people equal to %35 between 35 and 45 years and 57 people equal to %19.9 above 45 years. From viewpoint of education level, 14 people equal to %4.9 were under diploma level, 75 people equal to %26.2 were in diploma level, 58 people equal to %20.3 were in associate of art level, 118 people equal to %41.3 were in B.A level and 21 people equal to %7.3 in M.A level and above.

B-Describing research variables

1- Position of emotional intelligence variable

Final mark of emotional intelligence variable is resulted from accounting all marks of questions related to emotional intelligence questionnaire. To describe this variable the marks were divided to the options of completely disagree, disagree, nearly agree, agree and completely agree. Among 286 studied respondents, no people (%0) completely disagree, no people (%0) disagree, 1 person (%0.3) nearly agrees, 60 people (%21.0) agree and 225 people (%78.7) completely agree about emotional intelligence. In total 285 people (%99.7) believe that the mark of emotional intelligence is positive (agree and completely agree).

1-1-Position of the variable of recognizing personal emotions

Final mark of variable of recognizing personal emotions is resulted from accounting all marks of questions related to emotional intelligence questionnaire. To describe this variable the marks were divided to the options of completely disagree, disagree, nearly agree, agree and completely agree. Among 286 studied respondents, no people (%0) completely disagree, no people (%0) disagree, 4 people (%1.4) nearly agree, 89 people (%31.1) agree and 193 people (%67.5) completely agree about recognizing personal emotions. In total 282 people (%98.6) believe that the mark of recognizing personal emotions is positive (agree and completely agree).

2-1-Position of the variable of using emotions correctly

Final mark of variable of using emotions correctly is resulted from accounting all marks of questions related to emotional intelligence questionnaire. To describe this variable the marks were divided to the options of completely disagree, disagree, nearly agree, agree and completely agree. Among 286 studied respondents, no people (%0) completely disagree, no people (%0) disagree, 9 people (%3.1) nearly agree, 106 people (%37.1) agree and 171 people (%59.8) completely agree about using emotions correctly. In total 277 people (%96.9) believe that the mark of using emotions correctly is positive (agree and completely agree).

3-1-Position of exciting self variable

Final mark of exciting self variable is resulted from accounting all marks of questions related to emotional intelligence questionnaire. To describe this variable the marks were divided to the options of completely disagree, disagree, nearly agree, agree and completely agree. Among 286 studied respondents, no people (%0) completely disagree, no people (%0) disagree, 10 people (%3.5) nearly agree, 89 people (%31.1) agree and 187 people (%65.4) completely agree about exciting self. In total 285 people (%99.7) believe that the mark of exciting self is positive (agree and completely agree).

1-4-Position of the variable of recognizing others' emotions

Final mark of variable of recognizing others' emotions is resulted from accounting all marks of questions related to emotional intelligence questionnaire. To describe this variable the marks were divided to the options of completely disagree, disagree, nearly agree, agree and completely agree. Among 286 studied respondents, no people (%0) completely disagree, no people (%0) disagree, 5 people (%1.7) nearly agree, 82 people (%28.7) agree and 199 people (%69.6) completely agree about recognizing others' emotions. In total 281 people (%98.3) believe that the mark of recognizing others' emotions is positive (agree and completely agree).

1-5-Position of making communication variable

Final mark of making communication variable is resulted from accounting all marks of questions related to emotional intelligence questionnaire. To describe this variable the marks were divided to the options of completely disagree, disagree, nearly agree, agree and completely agree. Among 286 studied respondents, no people (%0) completely disagree, no people (%0) disagree, 8 people (%2.8) nearly agree, 85 people (%29.7) agree and 193 people (%67.5) completely agree about making communication. In total 280 people (%97.2) believe that the mark of making communication is positive (agree and completely agree).

2- Position of work life quality variable

Final mark of work life quality variable is resulted from accounting all marks of questions related to work life quality questionnaire. To describe this variable the marks were divided to the options of completely disagree, disagree, nearly agree, agree and completely agree. Among 286 studied respondents, no people (%0) completely disagree, 8 people (%2.8) disagree, 40 people (%14.0) nearly agree, 138 people (%48.3) agree and 100 people (%35.0) completely agree about work life quality. In total 238 people (%83.3) believe that the mark of work life quality is positive (agree and completely agree).

2-1- Position of salary and fringe benefits variable

Final mark of salary and fringe benefits variable is resulted from accounting all marks of questions related to work life quality questionnaire. To describe this variable the marks were divided to the options of completely disagree, disagree, nearly agree, agree and completely agree. Among 286 studied respondents, 7 people (%2.4) completely disagree, 24 people (%8.4) disagree, 52 people (%18.2) nearly agree, 116 people (%40.6) agree and 87 people (%30.4) completely agree about salary and fringe benefits. In total 203 people (%71.0) believe that the mark of salary and fringe benefits is positive (agree and completely agree).

2-2- Position of safe and health work environment variable

Final mark of safe and health work environment variable is resulted from accounting all marks of questions related to work life quality questionnaire. To describe this variable the marks were divided to the options of completely disagree, disagree, nearly agree, agree and completely agree. Among 286 studied respondents, no people (%0) completely disagree, 9 people (%3.1) disagree, 35 people (%12.2) nearly agree, 110 people (%38.5) agree and 132 people (%46.2) completely agree about safe and health work environment. In total 242 people (%84.7) believe that the mark of safe and health work environment is positive (agree and completely agree).

2-3- Position of providing an opportunity for growth and continuous security variable
Final mark of providing an opportunity for growth and continuous security variable is resulted from accounting all marks of questions related to work life quality questionnaire. To describe this variable the marks were divided to the options of completely disagree, disagree, nearly agree, agree and completely agree. Among 286 studied respondents, no people (%0) completely disagree, 10 people (%3.5) disagree, 55 people (%19.2) nearly agree, 113 people (%39.5) agree and 108 people (%37.8) completely agree about providing an opportunity for growth and continuous security. In total 121 people (%77.3) believe that the mark of providing an opportunity for growth and continuous security is positive (agree and completely agree).

2-4- Position of developing human capabilities variable

Final mark of developing human capabilities variable is resulted from accounting all marks of questions related to work life quality questionnaire. To describe this variable the marks were divided to the options of completely disagree, disagree, nearly agree, agree and completely agree. Among 286 studied respondents, 3 people (%1.0) completely disagree, 24 people (%8.4) disagree, 54 people (%18.9) nearly agree, 126 people (%44.1) agree and 79 people (%27.6) completely agree about developing

human capabilities. In total 202 people (%71.7) believe that the mark of developing human capabilities is positive (agree and completely agree).

C-Research hypotheses-based findings

Hypothesis 1- There is a relationship between emotional intelligence and employees' work life quality in Khash executive systems.

Data analysis show that correlation coefficients of Pearson and Spearman test between two variables of emotional intelligence and employees' work life quality are 0.40 and 0.41 and by meaningfulness values of 0.000 and 0.000 less than meaningfulness level of $\alpha=0.005$ respectively. As a result there is a meaningful relationship between emotional intelligence and employees' work life quality in Khash executive systems. Meanwhile positivity of correlation coefficients shows the direct relationship between these two variables.

Hypothesis 1-1: There is a relationship between recognizing personal emotions and employees' work life quality in Khash executive systems.

Data analysis show that correlation coefficients of Pearson and Spearman test between two variables of recognizing personal emotions and employees' work life quality are 0.26 and 0.25 and by meaningfulness values of 0.000 and 0.000 less than meaningfulness level of $\alpha=0.005$ respectively. As a result there is a meaningful relationship between recognizing personal emotions and employees' work life quality in Khash executive systems. Meanwhile positivity of correlation coefficients shows the direct relationship between these two variables.

Hypothesis 2-1: There is a relationship between using emotions correctly and employees' work life quality in Khash executive systems.

Data analysis show that correlation coefficients of Pearson and Spearman test between two variables of using emotions correctly and employees' work life quality are 0.26 and 0.27 and by meaningfulness values of 0.000 and 0.000 less than meaningfulness level of $\alpha=0.005$ respectively. As a result there is a meaningful relationship between using emotions correctly and employees' work life quality in Khash executive systems. Meanwhile positivity of correlation coefficients shows the direct relationship between these two variables.

Hypothesis 3-1: There is a relationship between exciting emotions correctly and employees' work life quality in Khash executive systems.

Data analysis show that correlation coefficients of Pearson and Spearman test between two variables of exciting emotions correctly and employees' work life quality are 0.39 and 0.32 and by meaningfulness values of 0.000 and 0.000 less than meaningfulness level of $\alpha=0.005$ respectively. As a result there is a meaningful relationship between exciting emotions correctly and employees' work life quality in Khash executive systems. Meanwhile positivity of correlation coefficients shows the direct relationship between these two variables.

Hypothesis 4-1: There is a relationship between recognizing others' emotions and employees' work life quality in Khash executive systems.

Data analysis show that correlation coefficients of Pearson and Spearman test between two variables of recognizing others' emotions and employees' work life quality are 0.31 and 0.32 and by meaningfulness values of 0.000 and 0.000 less than meaningfulness level of $\alpha=0.005$ respectively. As a result there is a meaningful relationship between recognizing others' emotions and employees' work life quality

in Khash executive systems. Meanwhile positivity of correlation coefficients shows the direct relationship between these two variables.

Hypothesis 5-1: There is a relationship between making communication and employees' work life quality in Khash executive systems.

Data analysis show that correlation coefficients of Pearson and Spearman test between two variables of making communication and employees' work life quality are 0.36 and 0.36 and by meaningfulness values of 0.000 and 0.000 less than meaningfulness level of $\alpha=0.005$ respectively. As a result there is a meaningful relationship between making communication and employees' work life quality in Khash executive systems. Meanwhile positivity of correlation coefficients shows the direct relationship between these two variables.

Discussion

The results of studies in two recent decades show that skills of emotional intelligence are considered as the main factors in leadership effectiveness and employees' job opportunity. Emotional intelligence can be defined as "using emotional capabilities of self and others in individual and group behavior to get the most results". Emotional intelligence is increasingly used in all organizational levels but it gets to a vital importance in managerial levels. Employees with high emotional intelligence capability make an effective and useful communication, use their feelings and positive emotions in decisions and have better performance in their work environment. Also confronting mental factors or anxiety they control themselves, involve anger, depression or lapse from duty less and try more to get their purposes. Low level of emotional intelligence in work environment certainly makes some problems in final result of activity and while continuing it can lead organization to fall (Nasiripour & et al, 8:2013).

Work life quality means having correct control, good work conditions, proper payment and fringe benefits and more important creating challenged, participating and satisfying work space. High quality work life is obtained by paying attention to employees' relationships philosophy and includes trying to use high quality work life containing some efforts from organization which gives such bigger opportunities for employees to influence their works and participate in general effectiveness of organization (Jozee, 285:2003). In this regard the most important condition provided by management is creating high efficient environment (Moheb Ali, 39:2004) in which organization gives them some opportunities to meet their needs. Group efforts of management and employees in order to improve efficiency and work life conditions are called programs of work life quality (Maadanipour, 8:2003).

The results show that there is a meaningful and direct relationship between emotional intelligence and employees' work life quality in Khash executive systems which are agreed with research findings of Alvani and Dehbeigi (2008), Bar-Ann and Parks (1997), Shoot and colleagues (2002), Salaski And Kartrait (2003) and Afzal-o-Rahim and Miner (2003) that report skills of emotional intelligence relate to work life quality meaningfully. So, it is expected that raising employees emotional intelligence marks increases their work life quality.

Conclusion

Bar-Ann considers emotional intelligence as an important factor in growing people's abilities dehiscence to get success in life and connected to people emotional health and totally mental health (Bar-Ann, 2001).

Emotional intelligence is a complex collection of skills that needs time to develop. Regarding the possibility of increasing emotional intelligence authors explain that skills design and evaluation to develop emotional intelligence can one of the most important programs (Ebrahimi, 2007).

Work life quality that aims to raise employees' authorities and positions is paid attention and pleased by employees. From exchange relationship point of view between people and organization it seems that work life quality as a data from organization relates to desire and motivation to adopt intra-organizational values and behaviors as a factor from employees (Eetebarian & Khalili, 2009).

Results of the research show that there is a positive and meaningful relationship (% 0.40 and % 0.41) between emotional intelligence and work life quality. Results show that increasing employees' perception of work life quality increases their agreement and accompaniment by intra-organizational values, manners and behaviors.

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