



The investigation of the relation between job satisfaction and emotional intelligence

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ABSTRACT

The main aim of this study is analysis of job satisfaction and emotional intelligence between staffs in private banks in Kermanshah. This study is according to descriptive analysis and reaching branch and information gathering tools is questionnaire and for assessing job satisfaction we use briefed and worth 18 questionnaires and for assessing emotional intelligence we use Mayer and Salvoy 27questionaries. Sample population volume 270 subjects from staff's private banks in Kermanshah and according to sampling random way some of them had been chosen a stoical population and finally we collected 92 questions airs. For determining normality of data we use Kolmogorov -Simonov test and results of tests confirm normality of data so meaningful relationship between them had approved.

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Introduction

In past decade, the issue presented in management literature has attracted the management researchers and scientists. The emotional intelligence is the issue in here. This issue that studies the personnel's feelings and emotions in working with others tries to explain the personnel's emotions place in their efficiency. A set of reports published from the investigation related to emotional intelligence issue, provided some promising results on personnel's emotional intelligence and their success. Some of these investigations show that the personnel with high emotional intelligent, has better functionality, and job satisfaction, and are more satisfied of their own jobs than the others. These people have some characteristics such as self-controlling, self-training, self-managing and controlling their emotions in workplace.

The emotional intelligence includes the ability to pursuit and be incentive, to control the strokes, to control the emotion and to sympathy (Magarey, 1997).

The emotional intelligent is known as the important resource of incitement, information, personal power, innovation, creativity and influence, that plays a vital role in improving the organization. Because, the emotional intelligent results in person's loyalty and organizational dependency, better compatibility with organization changes, technical improvements, human relations and making more logical decisions (Antonacopoulou & Gabriel, 2001).

According to the subjects mentioned above and regarding the emotional intelligence importance, the main goal in this research is that is there any relation between emotional intelligent components and job satisfaction in Private Banks in Kermanshah.

Job satisfaction

Also said that happy staff is effective staff and are happy staffs and happy staff must satisfy with the job satisfaction importance is for that half part of staff life is in their job place.

Job satisfaction is staff positive sense and views to their job and someone say has high level Job satisfaction means that he really loves her job and has positive sense to his work and his

work is valuable, results shows that staff who have high Job satisfactions has better physical fitness and mind fitness and with redesign of job management can Improvement, Job satisfaction as a result of staff understanding and concept of that job is valuable for staff. Job satisfaction is positive emotional sense for analysis of people job. This positive sense can help to physical and mental health of people and in organizational view can reflect good organization atmosphere so can attract staff to itself.

Lot of job and hob environment characteristic is offended by it , and with resign of job management can improve job satisfaction , another environmental factors that offends an job satisfaction are : job complexity and working spouses (hagat ,1982) .

Research shows that high job complexity cannot be more than skills and capability of staff has direct relationship with job satisfaction , also research show that for some married men having staff wife out of home there is negative relationship with job satisfaction and general satisfaction from life.

Personal characteristic and working view and been affected by: age, sex , nationality, wise using skill and experiences . Although such factors cannot change with organization , for anticipating job satisfaction in different groups can be used . In general we can categorize effective variable on job satisfaction. (fosam et al.,1998)

1 – Organizational factors

2 – Environmental factors

3 – Work nature

4 – Personal factors

Effective factor on job satisfaction

These factors can improve effectiveness of people and insure physical and mental health between staffs. If staffs satisfy from their life and learn life skills more and more, dis satisfying with job cause reducing mental health that is insufficient in working environment . Managers must supervise mental health of staff s continually (Norman, 2006).

For some workers, job satisfaction is constant factor and these people deal with job characteristic specially individual job, any changes is post, wages and working environment have not any effect in these people in job satisfaction, and their tend and satisfaction of their job change a bit (Eskilesen et al., 2004). Research is relate to different job satisfaction that contain personal view to it, That may describe different people. One study on 39 graduated men from working fulltime describes job satisfaction as follows:

- 1 – Totally life satisfaction, high satisfaction from job and any work
- 2 – Compensated in non – work, high personal satisfaction, low job satisfaction
- 3 - Compensated in job, unsatisfied from work and non-work activity
- 4 – Totally unsatisfied from work environment and wages
- 5 – Unsatisfied from life, low satisfaction from job and non- job related works.

These information shows that staffs who are totally satisfied tend to remain on their job and compensatory people on job tend to change their jobs. Some studies shows that job satisfaction can lead to satisfaction all aspect of life. Those who have positive view to job tend to think about their family and personal life positively also information from black men and women and men and women with shows that for all these groups there is a positive relationship between their job satisfaction and life satisfaction.

The emotional intelligence

The emotional intelligence is not a new concept, and Aristotle seems to be the first one who considered the importance of emotions in human relations. It is easy to get angry, everyone could get angry, but it is not easy to get angry on right person, at the correct time, for some sensible reason and in a correct way.

Here, the emotional intelligence means the academic studies and researches conducted on emotional intelligence and emotions, in twenty century. Based on the criterion presented with Thomas Cohen in his remarkable book, "scientific revolutions structure" about the paradigm, there could be seen some signs of maturation in emotional intelligence paradigm. The emotional intelligence has entered to psychology literature as a concept, which is rooted in Thorndike and Gardner works and is resulted from connecting intellectual and emotional minds, and the correlation between emotion and reason. The emotional intelligence is a new component in studies that many researchers are intended to use it in various fields. The emotional intelligence theory is some modern view about predicting the success factors in life, including work activities and efficient opposition against stressful factors as the mental disorders resource, because many characteristic significances such as sympathy, self-propensity, optimism, self-simulating, stress controlling, self-awareness and emotions managing, result in success in different fields of life. Emotional intelligence illustrates the social and personality emotional dimensions, which are often considered and appeared in daily activities (Saboori & Moghadam, 1998).

Intelligence is one of the human's critical mechanisms that include the ability to be compatible with environment. Some part of intelligence is appeared in social and personal relations. Regarding to Thorndike, social intelligence includes ability to understand internal situations, incentives and self and others behavior and optimal functions according to the information. Gardner in his octoploid theory, considers the personal (inter

and intera personal) intelligence and explains the person's ability to be aware of emotions, to distinguish between them and to use the data to give efficient answer against the environment, as one of the intelligent aspects (Plaamer & Donaldson, 2001). Obviously, since very early in the intelligence studies, cognitive aspects such as memory and problem solving have been emphasized. While, non-cognitive dimensions including emotional and functional abilities are not only acceptable but also necessary. Gradually, the insights on intelligence quotient have been replaced by studying other effective abilities in human functionality. For example, Thorndike (1920) explained the intelligent behavior including visual intelligence (fabricating skills and implementing the instruments), abstract intelligence (the ability to use the words, numbers and scientific principals) and social intelligence (recognizing the people and the ability to perform creative behaviors in human relations). Wechster, D (1943) offers that the intelligence non-cognitive aspects like emotional- sentimental, social and personal abilities to prospect self- abilities to be obtain success and compatibility in life, are important (Chiva & Alegre, 2008).

Basically, the emotional phenomenon, provide a particular resource for people about the environment and searching for them, and these data form the concepts, behaviors and feelings. It is supposed that people use various amounts of understanding, intellect and implementing these emotional data.

The emotional intelligence theory provides a new insight about predicting the effective factors of success and also initial prevention from mental disorders, which is a supplementary to cognitive science and nervous science and the emotional intelligence abilities are so important for emotional self-controlling and subtle contraptions (King & Gardner, 2006). Giving the general intelligence alone is not sufficient to reach success and the research show that in best situations the general intelligence is just 25% percent of success and the rest is depend on fortune, emotional and social intelligence (Golman, 1998). Genetically, the emotional intelligence is not stable and is not formed just in childhood period, unlike the general intelligence which is slightly changed after adolescence. The emotional intelligence is more often learned and during the life it is formed based on the experiment. The research on determining the emotional intelligence level during the life show that the human is getting better and also is obtaining more skills to manage self-emotions (Golman, 2002).

The emotional intelligence frame, it's formal definition and the offers on how to measure it, were appeared in 1990, in two articles by Salovey, P & Mayer, J, for the first time. The initial definition was based on some two-part procedure, in which the first part includes total general data processing and the second part consists of personalizing the emotions, compatibly in order to improve the life progress. The emotional intelligence as some ability includes the capacity of understanding the instruments, recognizing, implementing and managing self and others emotions (Khaef elahi & Doostar, 2001).

Golman explains the emotional intelligence as the ability to keep the incentives and to resist against the problems, to control the anger and to postpone the success, to adjust the mental conditions and to prevent distress from disturbing the thoughts, to have sympathy with others and to be hopeful. According to Goldman, the emotional intelligence includes recognizing and controlling self-emotions, having sympathy with others and keeping satisfactory relations. In other words, the person with high emotional intelligence combines three emotional

components (cognitive, physiological and behavioral components), successfully (Golman, 1998).

Since the critical components of emotional intelligence include the ability to understand the others emotions and to adjust self and others consistency, it is expected that the people with high emotional intelligence show better social skills and compatibility. Therefore, the social skills include the social life expeditors that help people to have efficient and reciprocal relations; moreover, the social skills are bilateral and the people with good social skills receive good behaviors and are liked with the others (Palmer & Donaldson, 2001).

Bar-on & Parker consider the emotional intelligence as a form of intelligence that is resulted from thoughts and emotions and they mean to reach the total structure of emotional, personal and social abilities that affect on ability to insist against requests and environmental stress (Chiva & Alegre, 2008).

In some research conducted on 156 professional personnel in New Zealand, it was illustrated that there is some positive relation between understanding the others feelings and social support (King & Gardner, 2006).

The adults showed better emotional intelligence skills than the others. Mayer, in his research, showed that the emotional intelligence improves with aging and experience from childhood to adulthood (Golman, 1998).

The research illustrate that people with lower emotional intelligence, facing with life stressful situations will have less conformity, and as a result they would get into trouble with depression, disappointment, and other negative consequences. Conversely, people with higher emotional intelligence, choose their life style in such a way that they face with less negative consequences and they also skilful in creating high quality relations. Totally, the emotional intelligence is related to the life events and helps the people to understand and predict the different daily aspects (Chiva & Alegre, 2008).

Siarochi et.al pointed that the emotional intelligence regulates the relation between stress and psychological conformity. By psychological conformity, we mean the characteristics related to depression and disappointment and suicide tenets. In other research, they found that the people with skills in regulating the feelings are provided with higher social support, and this social support prevents them against depression and suicide tenets. Some people believe that today emotional intelligence plays a significant role in being succeeded in life and work. The studies show that bravery, sympathy, happiness and emotional self-awareness, as various factors of emotional intelligence, have the most effect on new success for employees, and also implementing the emotional intelligence test in selecting new employees shows that most newly employed persons would reach to significantly higher scores in bravery, sympathy, happiness and emotional self-awareness (Khaefelahi & Doostdar, 2001). Investigating about 200 global organizations and companies indicates that one-third of differences is related to cognitive ability and technical skills and two-third of them is related to emotional potencies (Golman, 1998).

In some research conducted on 105 personnel from health care sector in U.S., it was concluded that sentimental intelligence has a critical role in investigating the relation between organizational commitment and ability to have sentimental conformity. This research showed that the personnel with high sentimental conformity ability, with a higher sentimental intelligence, will have more commitment. It means that, if it is proved that in some organization the emotional intelligence scores are in a high level, so it could be concluded

that the personnel with higher sentimental intelligence will have more organizational commitment (Humphreys, Brunsen & Davis, 2005).

In some other research conducted on 200 officers in Niger police office, it was found that work experience, self-efficiency, emotional intelligence and incentive could affect on the amount of commitment (in order to analyze data in this research, we used the regression model and the Fischer statistics 5.856 was obtained (Aremu, 2005).

Findings and Conclusions

Based on the research's goals a main and five particular hypotheses have been mentioned and tested which their results come as follow:

Main hypothesis

There is a positive and meaningful relation between emotional intelligence and job satisfaction of the staff's private banks in Kermanshah

Particular hypotheses

Based on the main hypothesis five particular hypotheses as follow came to the researcher's mind:

- 1- There is a positive and meaningful relation between self-control and job satisfaction of the staffs private banks in Kermanshah
- 2- There is a positive and meaningful relation between self-consciousness and job satisfaction of the staffs private banks in Kermanshah
- 3 -There is a positive and meaningful relation between self-stimulation and job satisfaction of the staff's private banks in Kermanshah
- 4- There is a positive and meaningful relation between sympathy and job satisfaction of the staffs private banks in Kermanshah
- 5- There is a positive and meaningful relation between social skills and job satisfaction of the staffs private banks in Kermanshah

The amount of correlation factor of emotional intelligence and job satisfaction t was 0.323 and because their meaningfulness factor was less than 0.05 and was 0.012 we come to this conclusion that there is a positive and meaningful relation between emotional intelligence and job satisfaction, therefore the main hypothesis is accepted.

Emotional intelligence studies the role of individual emotions and feelings in their personal and social life, they works with others and it is an effort to explain and emplace individual emotions and feelings in their effectiveness.

A set of researches and reports published by survey relevant to the matter of emotional or thrilling intelligence, have presented a hopeful conclusion about the relation between individual's emotional intelligences and their successes. Some of these researches claim that those workers who have a better function, work commitment and high level of job satisfaction, they have some features like; self- control, self- regulation, self-management and also are able to control their emotions, feelings and thrills in job environment(Khaefellahi and Dostar,2006).

In this paper by considering the importance of emotional intelligence, the relation between emotional intelligence and job satisfaction of staff's private banks in Kermanshah has been surveyed. Its findings show that in this statistical population there is a positive and meaningful relation between self-control, sympathy, social skill and emotional and staffs private banks in Kermanshah.

Based on relevant precedent theories and literature of the matter these findings were expected. Based on the paper's goal and findings and the researcher's observations during the research, some advices and offers come as follow that will result in increasing the emotional intelligences of the workers and as its consequence increasing their job satisfaction:

1. To increase sympathy workers must be sensitive to their own emotional signs and improve their effective eavesdrops.
2. By holding some training sessions we must inform the managers of the importance of nonmaterial requirements of the workers and also train them so that by relying on their cognition, knowledge and acquired skills will be capable to feel sympathy with the workers.
3. Social skills must be increased so that organizational structures will be more flexible and a premise will be prepared for increasing the horizontal relations and team work.
4. Managers and workers must try to use win-win strategy in their negotiations so that a desirable atmosphere will be made for negotiations in the organizations.

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