

Examine the relationship between the elements of emotional intelligence and organizational commitment of employees (the employee's municipality of 5th region Tehran)

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Abstract: Organizational commitment plays an important role in organizational behavior and the performance of organization and any of the organization cannot be successful; unless, the members and employees of the organization to be committed. The purpose of this research is to investigate the relationship between emotional intelligence and the organizational commitment employees. The element of emotional intelligence is self-awareness, self-control, self-motivation, social consciousness and social skills. This research is In terms of descriptive - survey also the statistical population of study is the employee's municipality of 5th region Tehran that the numbers of people are 1128. For the sampling, is used the method of simple random sampling. This means that selected randomly as a sample of 287 people from the list of employees. Measuring tools of research variables is the questionnaire which has a valid and approved credit. For the test of hypothesis was used of Spearman correlation coefficient method. The research result is confirmed between the relationship to the components of emotional intelligence and commitment, attitude-behavior, normative.

Key words: *Organizational commitment; Emotional intelligence; Municipality of 5th region Tehran*

1. Introduction

Organizational commitment plays an important role in organizational behavior and the efficiency of organizations (ESTIRUN, 1998) and any of the organization cannot be successful; unless, the members and employees of the organization to be committed to it. And have the relative effort (ESNUTER and FERMAN, 972, 1375). Nowadays, managers have found that the breeding of effective forces and development of human resources is a shortcut way that can help organizations to achieve the best objectives. At this juncture of time, the advantage that organization to outshine each other, is not only in the use of new technology. But also in the raising of the confidence and commitment of employees lies to the organizational goals. One of the ways that managers of organizations can be used to achieve employee commitment is emotional intelligence. (Little Jack 2005) stated that, emotional intelligence plays more obvious role in the favorable performance in compared to other cognitive abilities such as IQ or technical skills in the workplace, So will benefit from its advantages with the education and development of emotional intelligence and capabilities of both organizations and employees. Emotional intelligence is defined as float like cognitive intelligence. (BAR-UN2006) emotional intelligence defined such as:

"Emotional Intelligence is another type of intelligence. This intelligence consists of

understanding the sense of self and uses it to make good decisions in life. The ability to better management of the mood and mental state and control of impulsivity is Factor that during the failure that not getting to the goal to make the motivation and hope in the person. Co-sensory is the awareness of the feelings of people who are around you. Social skills are good behavior with people and control his emotions in the relation to others and the ability to encourage and guide them." - (Kazemi and colleagues 2009) get to investigate the relationship between emotional intelligence, restraint and organizational commitment of secondary school administrators in investigating as an association between emotional intelligence, self-control and organizational manager's commitment. The sample groups are fifty-nine of the directors who were selected by systematic randomized sampling. Female managers were 27 persons men managers were 32 persons. The data were collected by using of emotional intelligence questionnaires. For The analysis of data were used simultaneously of the Pearson correlation and regression methods. The results of study showed that there was a significant positive correlation between emotional intelligence and restraint and between emotional intelligence and organizational manager's commitment of education. The results of the analysis regression showed that emotional intelligence and restraint are predicting the organizational manager's commitment of education. These two variables could predict the changes 0.18 percent of organizational commitment to male managers. - (Amin Bidokhti and

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Kargar 2009) in a study as an examination of the relationship between emotional intelligence and job satisfaction with organizational commitment of high school teachers get to explore the relationship between emotional intelligence and job satisfaction, organizational commitment in the city of Yazd. The population all of the high school teachers it was equal to number 772 in the city of Yazd in 90-91 school year. The sample size was assessed 260 patients by using of Morgan table. The results showed that there is job satisfaction and organizational commitment of teachers and Job satisfaction also has the capability to predict the organizational commitment variables. Emotional intelligence also plays a significant role in relation to these two variables. (Giloriz and colleagues 2008) stated that emotional intelligence has a significant positive correlation with job satisfaction and organizational commitment and job satisfaction plays the role of mediator between emotional intelligence and organizational commitment. - (Sanosi Outomen and Anugerah 2009) in a study as an examination of the relationship between commitment and career success and the mediating role of commitment performed associated with emotional intelligence - a successful career, Concluded that people with high emotional intelligence are more committed to their jobs.

2. Materials and Methods

This research in terms of purpose application and also, this study In terms of data collection method is component of descriptive research survey and the type of Correlation. Statistical population includes the employee’s municipality of 5th region Tehran, which their numbers are 1128 peoples in the time of investigated. To calculate the sample size has been determined based on Korjy- Morgan Table And according to the apparent volume of the statistical population. The sample sizes were obtained 287 persons. For sample selection and simple random sampling method is used. For sampling is used simple random sampling method. This means that were selected randomly 287 people as simple samples from the list of employees. The main tool

used in this study was a questionnaire. The questions by using theoretical foundations and the research conducted and research hypotheses that designed to determine the validity and reliability of the necessary reforms were carried out on it and were used of the field method to complete and fill it. To determine the reliability of the questionnaire to perform the pretest was with distribution of a sample 50 primary pre-test questionnaire and then by using the data which obtained from the questionnaires and with the help of SPSS software was calculated by using Kranbakh Alpha method of reliability coefficient for the instrument. The following table is given Cronbach alpha's values for each dimension. According to above mentioned items was calculated for each evaluated model dimensions by using Cronbach's alpha SPSS software that results are given in Table 1.

Table 1: Cronbach alpha's coefficients on each of the dimensions involved and the Total questionnaire in a sample of 50 specimens

Research variables	Alpha
Self- Consciousness	0.75
Self- control	0.89
Self-motivation	0.90
Social- Consciousness	0.73
Social Skills	0.92
Behavioral commitment	0.96
Attitudinal commitment	0.85
Normative commitment	0.85
Total Questions	0.85

According to the tables and columns can be seen on the alpha coefficients that all the aspects have been acceptable alpha and had acceptable reliability coefficient.

3. Results and Discussion

In the table and following diagram show the separation situation of gender, 151 were male and 136 were female of 287 respondents. In other words, about 53% percent of the statistical sample were male, and about 47 percent of the sample were women.

Table 2: Distribution of the situation of gender respondents

Cumulative percentage	Percent	Frequency	
52.6	47.4	136	female
%100	52.6	151	Male
	%100	287	Total

In the table and following diagram show the separation situation of education. 35 person were under the Diploma and diploma, 94 person were associate, 118 person were BA degree and 40 person were a master's degree or higher of the 287 respondents.

The table and following diagram shows the situation of age respondents. 32 people were under 30 years old, 140 people were thirty to forty years, 79 people were forty to fifty years, and 36 people were more than fifty years of 287 respondents.

The table and following diagram show the status of military history. Of 287 respondents, 77 subjects

have less than five years, 96 people were between the ages of 5 and 10 years, 30 were between 10 to 15 years, 53 subjects were between 15 to 20 years and

31 subjects had above twenty years of military experience.

Table 3: Frequency educational distribution of respondents

Cumulative percentage	Percent	Frequency	
12.2	12.2	35	<i>under the Diploma and Diploma</i>
44.9	32.8	94	<i>Associate degree</i>
86.1	41.1	118	<i>BA</i>
%100	13.9	40	<i>a master's degree or higher</i>
	%100	287	<i>TOTAL</i>

Table 4: Age distribution of respondents

Cumulative percentage	Percent	Frequency	
11.1	11.1	32	<i>Under 30 years</i>
59.9	48.8	140	<i>30 to 40 years</i>
87.5	27.5	79	<i>40 to 50 years</i>
%100	12.5	36	<i>Higher than 50 years</i>
	%100	287	<i>total</i>

Table 5: the frequency distribution of military history

	Frequency	Percent	Cumulative percentage
<i>Under 5 years</i>	77	26.8	26.8
<i>5 to 10 years</i>	96	33.4	60.3
<i>10 to 15 years</i>	30	10.5	70.7
<i>15 to 20 years</i>	53	18.5	89.2
<i>Higher than 20 years</i>	31	10.8	100.0
<i>total</i>	287	100.0	

According to the results of the data analysis obtained that factor "emotional intelligence" is a significant and positive impact on the "organizational commitment", "attitudinal

commitment", " behavioral commitment " and "normative commitment".

Table 6: the relationship between emotional intelligence and organizational commitment

Supported or reject	The correlation coefficient	Significant level	Relations
<i>Confirmed</i>	0.906	0.000	<i>Emotional intelligence and organizational commitment</i>
<i>Confirmed</i>	0.782	0.000	<i>Emotional intelligence and attitudinal commitment</i>
<i>Confirmed</i>	0.737	0.000	<i>Emotional intelligence and behavioral commitment</i>
<i>Confirmed</i>	0.894	0.000	<i>Emotional intelligence and normative commitment.</i>

As can be seen in Table 6, the significance level is less than the error so is rejected H0 this means that can be claimed that there was a significant relationship between emotional intelligence and organizational commitment in confidence level of 95%. Intensity of (correlation coefficient) on the relationship is evaluated 0.906 (positive). This is consistent with the results of (Kazemi and colleague's research 2010), also research Jafari and (Gomi 2007), (Ostovar and Khatuni 2004) (Rezaiyan

and Koshtegar 2001) is consistent with the results of our main hypotheses.

4. Conclusion and suggestions

The findings of this study and other studies that have been done on emotional intelligence show Importance and its role as an organizational behavior that improves the effectiveness of job performance and ultimately improve the

effectiveness of organization, that officials and executives should be considered to organizations. Emotional intelligence can affect on performance. Therefore, it can be trained to improve their positive impact on group performance and consequently on the organization. Accordingly, part of the human resource strategies must be focused properly on trained that how to control and improve emotional intelligence capabilities of employees. That is available in this subject through classes, conferences and seminars. Strengthening relationships with each other of employees in the form of formal and informal groups, so caused to increase feelings and emotions and also increasing the emotional affiliations between them and this issue makes the good emotions in people because of being in the organization. Thus communication has a significant impact on establishment consistency of emotional between the employees. And finally the management of relationships or social skills that is one of the components emotional intelligence makes them stronger. Commended to the employee's municipality of 5th region Tehran to enhance creativity and personal skills for create more effective relationships with staff and through this, increase their organizational commitment. Commended to the employee's municipality of 5th region Tehran to understand their emotional intelligence and to improve their employees by using the research resources of their performance; about recruitment and promotion of employees, also pay attention to the issue of emotional intelligence and benefiting from that to promote normative commitment and consequently should be considered the performance of organizational effectiveness by managers, because at the time of arrival, an employee's organization spends a lot of costs to use the knowledge and experience of the employee to fulfill their organizational strategies and objectives. So human capital is as a strategic element and should to be attraction, retaining and taking maximum advantage of capabilities that is the main goals of any organization. Thus researchers suggest that in recruitment process means by trying to replace the right person in the right place and the appointment and promotion of staffs should be pays special attention to smoothly experiences and emotions (emotional intelligence), because according to the survey results, emotional intelligence can have a considerable impact on organizational commitment.

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