



The evaluation of emotional intelligence among Zahedan medical sciences university Staff in 2016

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ABSTRACT

Nowadays, companies and organizations are paying more attention to the emotional intelligence in an increasingly rapid pace. The reason for such an attention is that emotional intelligence reflects the favorable and optimum administrative capabilities in controlling the psychological dispositions and behaviors and tensions and it is deemed as a factor that creates motivation and hope in the individual when the time for failure in achieving the objective s and goals arrives and because there was not information regarding emotional intelligence in and among Zahedan medical sciences university staff members the present study was undertaken to survey the emotional intelligence among Zahedan medical sciences university staff. The present is a cross-sectional descriptive-analytical research which has been conducted on 160 individuals from Zahedan medical sciences university staff members who were selected randomly in 2016. To gather the information required for the current study, a questionnaire comprised of two parts was applied the first part of which pertained to the demographic characteristics and the second part was related to the emotional intelligence standard questionnaire. Data were analyzed by the use of SPSS 19 and descriptive statistics, Pierson correlation and independent t-test. The findings of the present study indicated that the participants' average age was 36.54 ± 10.03 , 98 individuals were women, 137 individuals were married. The emotional intelligence total mean score was 114.11 ± 14.07 which is ranked as high according to the questionnaire classification. The relationship between the age and marital status with emotional intelligence total mean score and each of its components was not statistically significant. Although the comparison between the results obtained in the present study and the other studies' results indicated the emotional intelligence is in an acceptable level among Zahedan Medical sciences university staff but it still has room to be enhanced through holding various educational and training programs.

Keywords: emotional intelligence, university staff, Zahedan

INTRODUCTION

The today's world is the arena for the organizations activities and battles and undoubtedly the most original and the most effective group in the growth of the developing countries is the group of scientific institutions, especially the universities [1] and the main operators and managers of such organizations are human beings who have blown a renewed soul to the body of such organizations and have objectified the organization concepts and actualized the organizational objectives. Along the modern intellectual and mindset frameworks and subtle evolutions the subject of the individuals psychological issues come as second in rank which influences an extensive part of their personal

and occupational lives. Due to the same reason, the subject which has attracted the attention of many of the researchers around the world is the individuals' emotions and the effects exerted by the vocational performance and the quality of the intrapersonal interactions in an organization. Paying attention to the emotions and affections and appropriate use of them in human relationships, perception of the self and other selves relationships and favorable management of such relationships and creating sympathy with the others and the positive application of affections and emotions in thought and recognition is a subject which has been termed affective-passionate or emotional intelligence. Emotional intelligence is a subject that tries to interpret and change the emotions and affections standpoint in human competencies [2]. Up to the present time, various definitions have been provided for the emotional intelligence. Barron recognizes emotional intelligence as a type of a social and individual multi-factorial attribute which contributes to the individual's overall ability to effectively and actively take over the daily tensions [3]. Solwi and Mir also defined emotional intelligence as the individual's ability for surveying his or her own emotions and affections and the others' in order to be able to discriminate them and apply the resulting information to guide his or her thoughts and actions [4]. Generally, emotional intelligence is considered as the ability to adapt, claim, perceive, express emotions, self-esteem, limiting haste, skills or relationships, self-motivation, stress management, sympathy, happiness and optimism, feel committed to the others, use discipline and order in life, having and acting according to the necessary standards and norms for one's behaviors, paying attention to the effects resulting from one's behaviors, the ability to distinguish right from wrong, paying attention to the social norms and regulations, recognition of the way one treat the others and the immediate environment, the thought and action limits, possessing ethical reasoning, respecting the others and being passionate towards them, perseverance, and flexibility in doing things and tasks [5, 6] and for these capabilities and competencies to be present in an individual there is a need for four factors to be preexisted and they are self-awareness, self-regulation, others-awareness and relationship management [7]. Emotional intelligence is comprised of four factors which are interrelated, including the ability to perceive emotions, the ability to make use of emotions and feelings in facilitating reasoning, the capacity to perceive what a particular emotion mean and what information conveys, the ability to effectively regulate and manage emotions [8]. And this, mean while helping the individual take control of the pressures and needs, brings about a feeling of happiness and joy for the individual in his or her life [9, 10].

Nowadays, emotional intelligence has become rapidly the focus of the attention by many companies and organizations. The reason for such a great attention to emotional intelligence is that it is reflective of the optimum ability in administrating the individual's disposition and psychological status and controlling tension and it is deemed as a factor which fills the individual with motivation and hope when the individual fails to accomplish his or her objectives [11]. And, so because there was no information available regarding Zahedan medical sciences university staff members, the preset study was conducted with the objective of the survey of emotional intelligence among Zahedan medical sciences university staff.

Implementation method:

The current study is a descriptive-analytical cross-sectional research conducted on 160 individuals from Zahedan medical sciences university staff members who were selected based on a random method in 2016. The entrance priority was given to those who had at least a MA degree or higher and also they had to provide the researcher with an oral consent to be allowed to enter to the research. To collect the information there was made use of a two-part questionnaire the first part of which was related to the demographic characteristics (Age, Gender and Marital status) and the second part was pertained to Bradberry-Greaves emotional intelligence standard questionnaire and it contained 28 questions which is divided to emotional intelligence scale and its subscales such as self-awareness, self-regulation, social skills and management of the relationships. This fourfold component is explained as below: 1- Self-awareness: it involves the exact recognition of the emotions when they occur and it also includes the perception of one's self normal methods in reacting to the people in various situations. 2- Self-regulation: it includes the ability in controlling the emotions through which the individual can remain flexible and respond positively and effectively in various situations and in relation to the people. 3- Social awareness: it is shown to mean the ability to perceive the other individuals' emotions, both in its individual and group form, and it seems to be really necessary in controlling and managing the relationships. 4- Management of the relationships: that is to say the ability to make use of one's emotions and the others' for constructive and positive management of the factors and relationships. The scoring method for the above-mentioned questionnaire is based on a 6-point scale (never, rarely, sometimes, usually, almost always and always) ranging from 1 to 6 and the total sum of the scores obtained by a testee constitutes the test total score. Based on the present questionnaire, the scores above 80 are indicative of high degree of emotional intelligence, 60-80 is indicative of the intermediate level of emotional intelligence and the scores below 60 reflect the low level of emotional intelligence. The questionnaire validity had been previously confirmed by Qaderi et al

and also the reliability coefficient for the fourfold skills mentioned above are as follow: self-awareness (0.90), self-regulation (0.87), social skills (0.80), relationship management (0.78) and the emotional intelligence total score (0.84) [12].

To gather the information required for the present study, firstly a confirmation letter was obtained from Zahedan medical sciences university research vice chancellorship regarding the research plan and after a letter of recommendation was acquired and after making the necessary coordination with the university security office, the researcher attended the administrative office of the university and the objective of the current research was explained to the individuals and then after an oral consent was obtained from the participants the questionnaires were distributed among the respondents in sufficient number. At the beginning of the questionnaire there was inserted a text to inform the individuals participating in the research plan of their conscious cooperation with the current study and it stated that “your cooperation with the current study means that you are consciously and fully aware of the terms and conditions and also that you contended to participate in the study and that the information provided by the respondents will remain confidential and they are not exposed to any risk by any means.” After the questionnaires were completed they were collected by the researcher and reviewed and they were again returned to the participants to be completed in case there were incomplete and imperfect parts and the participants were asked to complete the questionnaires and after all of the questionnaires were completed and gathered the data were analyzed by SPSS 19, descriptive statistics, Pierson correlation and independent t-test.

RESULTS

The results obtained from the present study indicated that the individuals' average age was 36.54 ± 10.03 , 98 individuals (61.3%) were women, 137 individuals (85.6%) were married. The individuals' total mean score for emotional intelligence was 114.11 ± 14.07 and it is reported as a high level according to the ranking and classification performed in the questionnaire and the scores for each of the emotional intelligence components are as follow: self-awareness: 26.13 ± 4.19 , self-regulation: 33.78 ± 5.25 , social skills: 20.97 ± 3.26 and relationship management: 33.22 ± 6.25 . The relationship between age and marital status with the emotional intelligence total mean score and each of its components was not statistically significant.

The relationship between gender and emotional intelligence and each of its components have been given in table (1).

Table 1: the relationship between gender and emotional intelligence and each of its components

	Gender	Mean	Std.Deviation	P-value
Overall emotional intelligence	Woman	111.6531	13.28366	0.008
	Man	117.8033	14.55543	
Self-awareness	Woman	25.6633	4.37176	0.089
	Man	26.7869	3.79963	
Self-regulation	Woman	32.9082	5.27020	0.008
	Man	35.1311	4.98824	
Social skills	Woman	20.6735	3.36990	0.150
	Man	21.4262	3.06844	
Relationship management	Woman	32.4082	5.69108	0.04
	Man	34.4590	6.96078	

DISCUSSION

In the present study the individuals' emotional intelligence total mean score was in optimum level. Choi et al in a study on 450 employees working in a big hospital in Seoul reported the emotional intelligence level as intermediate. Chakrabarty [13] et al in their study on the physicians and nurses working in public and private sectors hospitals indicated that such individuals possess an intermediate level of emotional intelligence [14]. Perhaps, it can be said that one of the most important effects of emotional intelligence is the effect it exerts on the staff success, the possibility of creating effective and extensive relationship with the peers, and these are the features discriminating the staff having them from those who do not possess such features [11]. Emotional intelligence includes a collection of capabilities which contributes to the individual improvement in living in various individual, familial, social, educational, curriculum, vocational aspects and so on. The individuals having such competencies are better capable of establishing appropriate relationships in various fields and they make the greatest use of the lowest possible extent of facilities. Such individuals can perform the tasks and accomplish their duties properly through agreeing on

the values and beliefs existing in the organization that is to say the organizational culture, adaptation to change, coordination at work and paralleling their objectives in line with the organizational objectives [15]. A great majority of the leaders enjoy such an intelligence and cleverness and when the talks over a brilliant leader are proposed, superiority in such capabilities and competencies is a lot more determinative than the cognitive intelligence [16]. The managers who think that they are high-ranking managers determine assessable but challenging objectives and they are capable of calculating the possible risks in order for their objectives and goals to be valuable and at the same time achievable. They take advantage of the opportunities very well and instead of waiting for the opportunities to come along they try creating them.

The surveys conducted in the present study indicated that the emotional intelligence rate in the staff members does not indicate significant statistical difference in staff with various work history and in both of the genders, man and women which is corresponding with the results obtained by Arab et al [2]. Gender is a factor which has been evaluated in other studies as well. For instance, in the survey of the relationship between gender and emotional intelligence it was seen that the female gender generally possesses higher intelligence in comparison to the male one [17] and also it was found out in the present study that there is a significant relationship between gender and emotional intelligence. In the study performed by Arab et al the results were also indicative of the same finding but the managers above the age of 50 have been indicated to have a higher emotional intelligence in respect to the other managers [2]. The findings obtained in the current research are also consistent with the findings of the study performed by Mansoori et al [18].

Although, the comparison between the findings of the present study with the results of the other studies indicate that Zahedan medical sciences university staff's emotional intelligence is in an acceptable level but this can be further enhanced by taking advantage of effective programs. In a study it was shown that the overall emotional intelligence and its subscales indicate significant difference in test groups before and after training and education and the researcher came to this conclusion that training and enhancing the emotional intelligence can be effective on the individuals [19].

To do so, it is better to design a series of educational and training in-service classes for the staff to positively influence their rate of promotion and progress in order for them to be able to face the challenges and do not refrain from persistence even in case of existing risks and dangers instead of pulling back in confrontation with stresses and problems.

CONCLUSION

The results of the present study indicated that Zahedan medical sciences university staff's emotional intelligence is in a high level. According to the study results and the emotional intelligence skills being educable, the staff's adaptation strength with the environmental pressures can be enhanced and through providing the staff with such trainings and teachings their general disposition and behaviors can be improved. Also, it is possible to reduce the physical and psychological diseases likelihood through creating individual and interpersonal skills and through this the appropriate and fruitful performance can be enticed in the employees in both work and family environment.

Acknowledgement

This study was the result of a student research project approved at Zahedan University of Medical Sciences. Hereby, we express our deep gratitude to those people who participated and collaborated in this study and Research authorities of Zahedan University of Medical Sciences who helped us in the process of data collection and financial support.

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