

Survey Emotional Intelligence Efficacy of Employee Job Satisfaction and Solutions to Improve Job Satisfaction in Islamic Azad University Ardabil Branch

Monire Safaei^{1*}, Masoud Akbari², Mohammad Roohi Isalu³

¹Department of Management, Ardabil Science and Research Branch, Islamic Azad University, Ardabil, Iran, ²Department of Management, Ardabil Branch, Islamic Azad University, Ardabil, Iran, ³Faculty Member, Department of Management School and Human Sciences, Khalkhal Branch, Islamic Azad University, Khalkhal, Iran

Abstract

The main purpose of this study was to investigate the effect of emotional intelligence on employee job satisfaction Islamic Azad University of Ardebil. This study is an applied research perspective. Because the organization is looking to solve a problem. This research method is a questionnaire survey and data collection tool is a questionnaire. Because in order to assess the opinions of the staff of Islamic Azad University, Ardabil through a questionnaire to collect data from field studies is that in this respect. Also according to the study sought to determine the relationship between variables is correlational study. The population of this study included all staff at the University of Ardabil total of 178 persons. Morgan will be used to determine the sample size of the sample with 95% confidence level and with the confidence of 0.05, 118 is achieved. In this study, a random sampling method is available. Data collection tools that include network-based capabilities Goleman Emotional intelligence questionnaire consisting of 20 questions, job satisfaction questionnaire consisting of 20 questions and the questionnaire Goldman Minnesota (1997) consists of 8 questions. The results of hypothesis analysis showed that emotional intelligence is a significant direct impact on employee job satisfaction Islamic Azad University of Ardabil. The findings also showed that emotional intelligence is a significant direct impact on organizational agility Islamic Azad University, Ardabil's employees. Organizational agility and significant direct impact on employee job satisfaction Islamic Azad University of Ardabil. Finally, emotional intelligence through organizational agility and significant direct impact on employee job satisfaction Islamic Azad University of Ardabil is.

Key words: Emotional intelligence, Organizational agility, Job satisfaction, Ardabil Islamic Azad University

INTRODUCTION

Many businesses and companies, their employees as a source of knowledge and information and consider very valuable asset. Although the absolute accuracy, but there is very little institutional frameworks that are operational knowledge management activities on a range of activities into account. Knowledge management is thus rarely at the philosophical level and technical (due to widespread

spectrum of issues) are considered. With little practical discussion about the nature of knowledge and its implementation in the organization can be managed as effectively carried out. When an organization decides on the principles of coordination and knowledge management, and related principles which are interconnected runs the organization plans based on these principles. According to the requirements mentioned above, in the meantime, emotional intelligence means acquiring comprehensive knowledge of all the factors that affect the organization. The purpose of all of the information that customers, clients, competitors, the economic environment, cultural environment, processes (financial, administrative, protective, manufacturing, human resources, budget, etc.) have a great impact on the quality of management decisions in the organization emotional intelligence is affected. Your emotional intelligence to make decisions on

Access this article online



www.ijss-sn.com

Month of Submission : 00-0000
Month of Peer Review : 00-0000
Month of Acceptance : 00-0000
Month of Publishing : 00-0000

Corresponding Author: Monire Safaei, Department of Management, Ardabil Science and Research Branch, Islamic Azad University, Ardabil, Iran. E-mail: Monire.Safaei@gmail.com

all factors affecting enables companies and organizations. Psychologists define emotional intelligence as the ability to function effectively in their life. Smart people those who would like to acquire knowledge and skills for efficient management experience and outcome driven tasks of everyday life. One aspect of intelligence is very important to accept dynamic global changes, environmental changes, skills and knowledge gained from past experience that is undeniable and challenging. Effective information, including the use of existing systems to learn, expand, upgrade existing knowledge, analysis of the new situation, the development of new situations and solutions to help improve the quality of the environment is done. Organizations also need the same things that are effective and efficient organization is to change the environment to do so. Today we can say with absolute certainty that the use of emotional intelligence solution can increase the competitiveness of an organization distinct from the other institutions. This solution enables organizations to leverage information is available competitive advantages and exploit their leader. The way to better understand the demands and requirements of customers (clients) and their relationship management possible. This solution makes it possible for organizations to be able to feel the positive or negative changes. Today's leading organizations are talking about enterprise resource planning and supply chain management, etc. do not institutional approach to emotional intelligence. They seek to optimize processes and improve their performance by assessing its affiliates and subsidiaries, respectively. The results imply that investors have become more important.

Emotional intelligence as an ability capacity of perception, cognition, use and manage their emotions and more are included and, of Redmond et al (2015) non-cognitive abilities and skills of emotional intelligence involves the ability to cope successfully with the demands, requirements and environmental pressures influence. On the other hand, emotional intelligence is an issue that try to explain and interpret the role of emotions and feelings in human capabilities. Managers have emotional intelligence, effective leadership that the targets with maximum productivity, satisfaction and employee commitment researcher involved. Meanwhile, the leadership has long been a subject that has attracted researchers and the general public. But scientific research on leadership was merely the beginning of the twentieth century and the main axis of research, leadership effectiveness has been determinants.

Emotional intelligence for applications in management science has a special place in strategies for improving and empowering human resources is high. Including the ability to understand emotions and emotional intelligence, the ability to self-awareness and awareness of their own

emotions and the ability emotional literacy, the ability to talk about emotions, the ability to mix emotions when analyzing, reasoning, problem solving and decision making, the ability to detect and understanding the inter-relationship between emotions, thoughts and behaviors, responsibility excited about the ability, the ability to change negative emotions into positive learning and growth opportunities, self-regulation, including the ability to control emotions and stress, flexibility in the management of change and innovation capability in providing staff. However, job satisfaction and a sense of happiness and satisfaction in the workplace needs to be charged. Job satisfaction is a positive feeling about the job, the result of factors such as working conditions, organization of work, and cultural factors that govern the workplace. It can be concluded that job satisfaction, emotional and social factors also influenced daily.

Factors affecting job satisfaction:

1. Organizational factors: such as the salary, promotion and organization policies.
2. Environmental factors: such as light-headed, workgroup and working conditions.
3. The nature of work itself has an important role in determining job satisfaction. The content of jobs is twofold:
 - A) The scope of work includes the responsibility, working practices and feedback.
 - B) job content and job diversity
4. Personal factors: the environment and the nature of the job, are determining factors in job satisfaction, attributes and personal characteristics are also very important. People who have a negative attitude always is anything to complain about their jobs

In the meantime, the 20-year national vision of progress and development, production of science and technology issues that require more attention, including managers, experts, professors, pundits and politicians on a model for the development and sovereignty of the Islamic Republic of Iran. In line with this, crucial mission of the Ministry of Science, Research and Technology of the University of Ardebil Islamic Azad universities to develop new technologies and commercialize scientific and research achievements have been delegated to benefit from them. with a strategic view of the two axes emotional intelligence and job satisfaction. So the issue is whether basic research in emotional intelligence and significant direct impact on job satisfaction and job satisfaction?

RESEARCH METHOD

This study is an applied research perspective. Because the organization is looking to solve a problem. This

research method is a questionnaire survey and data collection tool is a questionnaire. Also, according to the study sought to determine the relationship between variables is correlational study. The population of this study included all staff at the University of Ardabil total of 308 persons. Morgan will be used to determine the sample size of the sample with 95% confidence level and with the confidence of 0.05, 171 is achieved. In this study, a random sampling method is available. Of theoretical studies (library) mainly for the study of literature and history research and study on the subject of the research is to evaluate studies and approaches which should be applied. In addition, field studies (questionnaires) through a questionnaire used to analyze the variables.

Data collection instrument was a questionnaire that included the following questionnaires;

Goleman's emotional network-based capabilities consisting of 20 questions using five points Likert scale (strongly disagree, disagree, neither agree nor disagree, agree and strongly agree) is measured.

Job satisfaction: this variable using standard job satisfaction questionnaire consisting of 20 questions Minnesota, using five points Likert scale (completely dissatisfied to completely satisfied) is measured.

Organizational agility: these variables using a standard questionnaire Goldman (1997) consists of 8 questions using five points Likert scale (strongly disagree, disagree, neither agree nor disagree, agree and strongly agree) is measured.

FINDING

The main hypothesis: Emotional Intelligence and significant direct impact on employee job satisfaction Islamic Azad University of Ardabil.

H0: Emotional intelligence is a significant direct impact on employee job satisfaction does not Ardebil Islamic Azad University.

H1: Emotional intelligence is a significant direct impact on employee job satisfaction Islamic Azad University of Ardabil (Table 1).

Due to the amount of t-test statistics calculated for the difference between intervals +1.96 and 1.96 is not (critical region of 95%), on the one hand due to the significant level calculated that less than the level of accuracy (0.05) thus confirming the hypothesis suggests a significant way related to it.

Table 1: The main hypothesis

	Beta	Sig	t	R-square	Result
EQ	0.340	0.000	3.316		
Self-regulation	0.819	0.000	7.265		
Self-awareness	0.854	0.000	5.548		
Self-motivation	0.354	0.000	3.329	0.116	Accept H1
Empathy	0.361	0.000	3.425		
Social skills	0.404	0.000	3.898		

SUGGESTION

1. It is suggested that managers and employees of Islamic Azad University, Ardabil using tools and technologies to date, provide the field of empowerment of human resources.
2. it is suggested that managers of Islamic Azad University of Ardebil to independence and enjoyment of working conditions for employees provide independent. Moreover, the actual implementation of the suggestion system, employees can identify conceptual model and field conditions provided Msayd work on their mental model.
3. This study is a case study at Islamic Azad University, Ardabil and findings of the study is limited and therefore it can not be easily generalized. Similar studies in different universities and in different contexts and according to their comparative study between researchers recommended further.
4. Conduct research to identify factors affecting job satisfaction.
5. Conduct research to identify the factors affecting organizational agility.
6. Study to identify factors influencing emotional intelligence.

REFERENCES

1. Abbas, A., Mudassar, M., Gul, A., & Madni, A. (2013). "Factors contributing to job satisfaction for workers in Pakistani organization, International Journal of Academic Research in Business and Social Sciences, 3 (1): 525-544. ISSN: 2222-6990. Available at: www.hrmas.com/journals.
2. Albashir, Bakhshian, Kollir. Hamidi, M. Ezati. (2008). "Relationship between Organizational Intelligence and Entrepreneurship among University Educational Managers". The Journal of Mathematics and Computer Science, Vol.3, No. 4, pp 413 – 421.
3. Alijanpour, M; Dousti, M; and MahboubehAlijanpour. (2013). "The Relationship between Organizational Commitment and Organizational Trust of Staff", Annals of Applied Sport Science, vol. 1, no. 4, pp. 45-52, Winter 2013.
4. Bahrami, Mahdi, Mohammad Arabzad, S. and MazaherGhorbani. (2012). "Innovation In Market Management By Utilizing Business Intelligence: Introducing Proposed Framework", Procedia - Social and Behavioral Sciences, Vol. 41, No.2, pp 160 – 167.
5. Bass, E; and Antony Avolio. (2006). "Transformational Leadership", MID-American Journal of Business, Vol. 12, No. 1, pp 19-20.
6. Benjamin, A. (2012). "Human Resource Development Climate as a Predictor of Citizenship Behavior and Voluntary Turnover Intentions in the Banking Sector", International Business Research, Vol. 5, No 1, pp

- 110-119.
7. Beuger, d, william a car&williambraun. (2012). “*Transformational Leadership in Organizations: an Environment – Induced Model*”, International Journal of Management, Vol 27, No 1.
 8. Bjorkqvist, K. (2000). “*Social Intelligence Empty Aggression?*”, Journal of Aggression and Violent Behavior, Vol. 5, No. 2, pp 191–200.
 9. Byk, A; Francisco, C; and Jossey Bass. (2006). “*Social Intelligence: The New Science of Success; Beyond IQ, Beyond EI, Applying Multiple Intelligence Theory to Human Interaction*”, Journal of Business Research, Vol. 3, No. 6, pp 78–91.
 10. Costa, S., Petrides, K. V., & Tillman, T. (2014). Trait emotional intelligence and inflammatory diseases. *Psychology, Health and Medicine*, 19, 180–189.
 11. Fabio, A., & Saklofske, D. H. (2014). Comparing ability and self-report trait emotional intelligence, fluid intelligence, and personality traits in career decision. *Personality and Individual Differences*, 64, 174–178.
 12. Freeborough, R; and Kathleen Patterson. (2015). “Exploring the Effect of Transformational Leadership on Nonprofit Leader Engagement”, *Servant Leadership: Theory and Practice*, Vol. 2, Issue 1, pp 49-70.
 13. Goldman, B. (2015). “Organizational Justice and Legal Justice: How Are They Related?”, Washington, DC: National Academies Press.
 14. Goleman, Daniel; and Cary Cherniss. (2001). “*The Emotional Intelligence Workplace*”, *Management Journal*, Vol. 6, No. 3, pp 45-66.
 15. Gugliandolo, M. C., Costa, S., Cuzzocrea, F., & Larcana, R. (2014). Trait emotional intelligence as mediator between psychological control and behaviour problems. *Journal of Child and Family Studies*, 1, 1–11.
 16. Gugliandolo, M; Sebastiano, C; Francesca, C; Rosalba, L; and K.V. Petrides. (2015). “Trait emotional intelligence and behavioral problems among adolescents: A cross-informant design”, *Personality and Individual Differences* 74 (2015) 16–21.
 17. Hans, A; Mubeen, S; and Ameera Hamood Humaid Al-Badi. (2015). “antecedents of organizational citizenship behavior (ocb) in banking sector of sultanate of oman”, *International Journal in Management and Social Science*, Vol.03 Issue-01, (January 2015).
 18. Harper, P; and Marist College. (2015). “Exploring forms of organizational citizenship behaviors (OCB): antecedents and outcomes”, *Journal of Management and Marketing Research*, Vol. 18, No.2, February, 2015.
 19. Hasnain, R; Jawad; M. Owais, M; Aiman Raza. (2015). “Impact of Employee Empowerment on Job Satisfaction of Employees in Corporate Banking Sector Employees of Pakistan”, *Journal of Applied Environmental and Biological Sciences*, Vol. 5, No. 2, pp 1-7.
 20. Holden, D. J. (2014). “*Quantifying the impact of participation in local tobacco control groups on the psychological empowerment of involved youth*”. *Health Education & Behavior*, Vol. 12, No. 1, pp.615-628
 21. Imam, A; and Shafique, M. (2014). “Impact of Employee Engagement in Retaining Employees Through Mediating Effect of Job Satisfaction and Organizational Commitment and Moderating Effect of Job Stress: A Corporate Banking Sector Study of Pakistan”, *Journal of Applied Environmental and Biological Sciences*, Vol. 4, No. 12, pp 1-15.
 22. Imam, A; Raza, A; Shah, F. T; and Raza, H. (2013). “Impact of Job satisfaction on Facet of Organizational Commitment (Affective, Continuance and Normative Commitment): A study of Banking Sector Employees of Pakistan”, *World Applied Sciences Journal*, Vol. 28, No. 2, pp 271-277.
 23. Khalid, A; Khalid, S; Asma, W; Yasir, A; and Ayesha Nazish. (2015). “relationship between organizational commitment, employee engagement and career satisfaction: a case of university of gujrat”, *European Journal of Business and Social Sciences*, Vol. 3, No. 11, February 2015.
 24. Mandell, B. and Shelipa Pherwani. (2003). “Emotional Intelligence Helps Succeed”, *Credit Union Magazin*, Vol. 8, No. 6, pp 66-78.
 25. Mandell, B. and Shelipa Pherwani. (2010). “Emotional Intelligence Helps Succeed”, *Credit Union Magazin*, Vol. 8, No. 6, pp 66-78.
 26. Martins, N. (2002). “A Model for Managing Trust”, *International Journal of Manpower*, Vol. 23, No. 8, pp 44-59.
 27. Mayer, J. D. Salovey, p, and Caruso, D. R. (2011). “Effects Emotional Intelligence on Management Performance”. *Journal of Intelligence*. Vol. 12, No. 1, pp: 267-269.
 28. Nekoukar, Z; and Shokoufeh Nekoukar. (2015). “The Impact of Transformational Leadership on Organizational Climate of Elementary Schools in Tehran City”, *Journal of Educational and Management Studies*”, Vol. 5, No. 1: pp 98-104.
 29. Peña-Sarrionandia, A; Moira, Mi and James J. Gross. (2015). “Integrating emotion regulation and emotional intelligence traditions: a meta-analysis”, review article published: 24 February 2015 doi: 10.3389/fpsyg. 2015. 00160.
 30. Petrímulex, B. (2013). “Effects Transformational Management Style on Leadership Effectiveness”. *Journal of Management*. Vol. 23., No. 2, pp 121-133.
 31. Plessis, M; Wakelin, Z; and Petrus Ne. (2015). “The influence of emotional intelligence and trust on servant leadership”, <http://www.sajip.co.za>.
 32. Podsakoff, N; Podsakoff, P. M; MacKenzie, S. B; Maynes, T. D; and Spoelma, T. M. (2014). “Consequences of unit level organizational citizenship behaviors: A review and recommendations for future research”, *Journal of Organizational Behavior*, Vol. 35, No. 1, pp 87-119.
 33. Qamar, N. (2012). “Job satisfaction and Organizational Commitment as Antecedents of Organizational Citizenship Behavior (OCB)”. *Interdisciplinary Journal of Contemporary Research in Business*, Vol. 4, No. 7, pp 103-122.
 34. Rajabi, A; and Mohammad Rahim Najafzadeh. (2015). “The Relationship between Organizational Justice and Organizational Commitment of Physical Education Teachers of Tabriz”, *International Journal of Basic Sciences & Applied Research*, Vol. 4, No. 5, pp 255-259.
 35. Redmond Knight, J; Heather, M; William, A; Mase, M; and James W. Holsinger. (2015). “The impact of emotional intelligence on conditions of trust among leaders at the Kentucky Department for Public Health”, original research article published: 13 March 2015 doi: 10.3389/fpubh. 2015. 00033.
 36. Rosete, C. and Gary Ciarrochi. (2005). “Effects Emotional Intelligence on Leadership Style”. *Journal of Intelligence*. Vol. 11, No. 3, pp: 345-420.
 37. Rouhani, Saeed, Ghazanfari, Mehdi, and Mostafa Jafari. (2012). “Evaluation Model of Business Intelligence for Enterprise Systems Using Fuzzy TOPSIS”, *Expert Systems with Applications*, Vol. 39, No. 3, pp 3764–3771.
 38. Sattar Khan, A; and Farooq Jan. (2015). “The Study of Organization Commitment and Job Satisfaction among Hospital Nurses. A Survey of District Hospitals of Dera Ismail Khan”, *Global Journal of Management and Business Research: A Administration and Management*, Volume 15, Issue 1, Version 1.0, Year 2015.
 39. Tabatabaei, S; Takapoo, F; and Ali leilaeyoun. (2015). “The Effective of Job Satisfaction on Organizational Citizenship Behavior”, *International Journal of Academic Research in Business and Social Sciences*, January 2015, Vol. 5, No. 1.
 40. Tran, B.X., Minh, H.V., & Hinh, N.D. (2013). “Factors associated with job satisfaction among commune”, *Global Journals Inc. (US) health workers: implications for human resource policies*, *Glob Health Action*, 6: 18619; Available at: <http://dx.doi.org/10.3402/gha.v6i0.18619>.
 41. Wang, J., Liu, L., Wu, H., Yang, X., Wang, Y., & Wang, L. (2014). Agreement between parents and adolescents on emotional and behavioral problems and its associated factors among Chinese school adolescents: A cross-sectional study. *BMC Psychiatry*, 14, 114.
 42. Weisit, S. (2008). “Reviving the search for Social Intelligence A Multitrait-Multimethod Study of its Structure and Construct Validity Personality and Individual Differences”, Vol. 42, No. 12, pp 3–14.
 43. Yadav, P; and Punia, B. (2013). “Organizational Citizenship Behavior: A Review of Antecedent, Correlates”, *Outcomes and Future Research Directions, IJHPD*, Vol. 2, No. 2, pp 1-19.
 44. Ye, J. (2012). “The Impact of Organizational Values on Organizational Citizenship Behaviors”, *Public Personnel Management*, Vol. 41, No. 5, pp 35-46.

How to cite this article: Safaei M, Akbari M, Isalu MR. Survey Emotional Intelligence Efficacy of Employee Job Satisfaction and Solutions to Improve Job Satisfaction in Islamic Azad University Ardabil Branch. *Int J Sci Stud* 2017;5(3):182-185.

Source of Support: Nil, **Conflict of Interest:** None declared.