



Research Article

THE RELATIONSHIP BETWEEN EMOTIONAL INTELLIGENCE AND PERFORMANCE OF TECHNICAL MANAGERS OF ADMINISTRATIVE UNITS OF HEALTH CENTRES OF SHAHID SADOOGHI MEDICAL SCIENCES UNIVERSITY IN 2015

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ABSTRACT

Emotional intelligence is being regarded as evolved form of human's attention in organizations and recognized as new tools in order to restore quality performance of managers of organizations. Goal of this research is to discuss relationship between emotional intelligence and performance of technical managers of administrative units of Shahid Sadoghi Medical Sciences University in 2015. The method is descriptive-measurement from square research fields. The statically society consists of all technical managers of health centres and networks of Shahid Sadoghi Medical Sciences University of Yazd in 2014-2015. In this research, the sampling was not performed and all population were selected as consensus. The tools for measuring are Shering emotional intelligence with 33 questions. Then, the data were analysed by SPSS-20 and multivariable regression analysis. The statistical results showed that there is significant relationship between manager's performance and gender, year's background and self-awareness and there is not significant meaningful relationship between self-control, self-stimulation, sympathy, social skills and emotional intelligence.

Keywords: Emotional Intelligence, Manager's performance, Health Centres.

INTRODUCTION

Activities of each organization are influenced upon factors. Recognition and discussion of factors can help to restore organizational aims. One of the most important aims of each organization is to promote quality. Some of thinkers believed that human shall have emotional yield as well intelligence in order to restore better. Emotional intelligence can be rated from psychological dimension and quality of works especially into mental ability. Emotional intelligence is to use emotions and feelings as smart which cover sum of personal

specifications. Usually, these specifications are named as intangible skills or interpersonal skill. The researchers determined relationship between social skills, ability, interpersonal ability, self-management, stimulating of self-emotion (Hashemi And et al 2013). Golman 1998 believed that the best factor for success employees and managers is not IQ but it is emotional intelligence. As for Goleman's writings, emotional intelligence is not new thought school but it uses cognitive, behavioural and humanism school and merit of emotional intelligence causes developing communication

which is regarded as central core as well as necessary technical skills. Also, this awareness causes realization of nature of emotional intelligence. Researches showed that in the best situation of IQ, it is regarded as 25% for success of persons and 75% is depended to other types of intelligence (Abedi, 2005)

The organizations are following managers who have good communication skills and act in terms of transfer emotions and feelings. Effective managers consider emotional capabilities more and comprehend others emotions and feeling in their communication and react in terms of it. In other side, they have high emotional intelligence (Mirzaee, 2007). The thinkers of emotional intelligence believed that this intelligence is derived from obtained capabilities which results to successful and effectiveness performance. Emotional intelligence is necessary in some of occupations and is regarded as successful factors in organizations. The persons who have high emotional intelligence, found that they were better in interpersonal relations, employment interview, and capability for doing work and teamwork than others (Najadizand, 2006)

Vakili 2006, performed research titled relationship between emotional intelligence and health of organization for managers and staff of Payam-e-Noor University of dist.9. this research showed that there is not significant relationship between emotional intelligence indicators like interpersonal indicators, intra-personal ones, compatibility, mood, stress management) with organizational health of managers and staff. In research was performed by Raesi 2008 titled relationship between emotional intelligence with performance of managers of educational hospitals at Kermanshah, it was showed that the managers were strong to medium emotional intelligence. The manager's skill was concentrated on management relations and self-management as strong and weak. In relation to emotional intelligence, scale of skill on self-awareness, social and self-stimulation were on ranks 2nd, 3rd, 4. In relation with occupational performance, the managers had strong performance. Also, each of 5 dimensions of emotional intelligence has positive correlation with performance. Hashemi and et al 2013, performed research titled as emotional intelligence with performance of managers of Tehran' Rahvar and found that there is no relation between population specifications and

dimensions of emotional intelligence but there is relationship between self-control, self-awareness, self-stimulation, social awareness and social skills. Law and et al 2008, performed study titled effect of emotional intelligence on occupational performance and satisfaction from life in China. The results showed that occupational performance has not relationship with MSCEIT dimensions but it depends on emotional regulation and evaluation. After cognition control, it was recognized that test WLEIS is for predication occupational performance and satisfaction from life. Whereas, in MSCEIT test, there is a good criteria for satisfaction from life. Augusto Landa et al 2008 performed research titled relation between emotional intelligence and stress and health of nurses in Spain and found that there are significant results. Emotional intelligence is regarded as preventive factor in nurses and as a facilitator for increasing health; it is regarded as important factor for education in required professions. Joseph and et al 2008 in research titled emotional intelligence and its relation with residents performance found that the relations between emotional intelligence and manager's performance is not significant from statistical point of view.

The present research was performed on importance of role of managers of treatment and health centres in promoting services. In this research, the relation between emotional intelligence and performance of technical managers of Shahid Sadoghi medical Sciences University in 2015 was studied.

METHODOLOGY

The method is descriptive 9 non-experimnetal and correlative.

Society, Sample and Sampling Method

The statistical society consists of all technical managers of health centres of Shahid Sadoghi of Yazd in 2014-2015 were selected as consensus.

In this research, the sampling was not performed and all people were selected as consensus. The said persons consist of all technical managers occupied in administrative units like technical deputy, family health, prevention and fight against diseases, environment health, schools, education health, mouth and tooth health, drug affairs and laboratory of cities and provinces affiliated to Shahid Sadoghi medical University.

Research Tools

In present research, the following tools are used:

Shering Emotional Intelligence Questionnaire

Shering emotional intelligence questionnaire consists of 33 questions which evaluates 5 emotional intelligence indicators. These are: self-awareness (8 questions), self-control (7 questions), self-stimulation (7 questions), sympathy or social awareness (6 questions) and each other obtained 6 separate points which point 5 pertains to each of indicators and point 1 is as general. They are graded in terms of Lickert scale which pointed from 1 to 5. The responses are as forever, often, sometime, never, seldom. Reliability of the questionnaire in Arefi's research 2010 on workshops of Esfahan Zob Ahan Company and in Eyhakonnadeh' research 2009 on girls students in the field of Consulting in Islamic Azad University of Behbahan Branch 2005 and Mayer emotional intelligence 1997 compared and the results showed that there is positive and significant correlation between tests points ($r=62\%$). In Amraee' research, its scientific validity was certified by experts of librarian and psychology and informatics course and this result confirms the findings.

Method for Performing Research

Performance of technical managers of health centres was evaluated by health deputy of Shahid Sadoghi medical Sciences University during 6 months in which the points were used that obtained by the managers. Of course, in this research, first six months were important and scale of emotional intelligence was estimated. In order to complete questionnaire of emotional intelligence, it was ensured that the questionnaires and their contents will be confidential.

Analysis of data

The data obtained were pointed after performing and SPSS 20 was used to analyse data. For analysing data, regression and correlation method was used.

RESULTS:

Descriptive indicators (average, deviance standard) are offered in table 1-5.

At following, correlation factors for research variables are offered in table 2-4, show the relation between variables.

Findings of table 2-4, show that there is significant relationship between managers' performance and gender, years' background, graduation and self-awareness ($p<0/01$)

DISCUSSION AND CONCLUSION

The present research was performed by aiming discussion and determination of emotional intelligence and performance of technical managers for administrative units of Shahid Sadoghi medicals sciences university of Yazd at 2015. Hypothesizes and results are offered as following:

Based on results offered in chapter four, first hypothesis is certified. Thus, there is significant relationship between emotional intelligence and technical manager's performance. Findings of present research conform to results of Torabi 2003, Karami 2007, Nouraei, 2010, Hashemi and et al 2013, Joseph and et al 2005. Torabi 2003, obtained following results: from 5 indicators of emotional intelligence (self-awareness, self-stimulation and management relations), manager's performance has significant relation with others, whereas, between self-management and sympathy, there is not significant relation.

Table 1: Average and deviance standard

	Variables	Average	Deviance	Number
Dimensions of emotional Intelligence	Manager' performance	67/09	9/83	100
	Self-stimulation	20/39	3/03	100
	Self-control	23/05	4/07	100
	Self-awareness	25/09	3/67	100
	Sympathy	18/33	3/19	100
	Social skill	16/32	3/37	100

Table 2: correlation factors between dimensions of emotional intelligence and manager's performance

Variables	1	2	3	4	5	6	7	8	9
Manager's performance	1								
Self-stimulation	0/07	1							
Self-control	0/11	0/001**	1						
Self-awareness	0/03*	0/001**	0/001**	1					
sympathy	0/10	0/001**	0/001**	0/001**	1				
Social skill	0/29	0/006**	0/004**	0/023	0/001**	1			
gender	0/01*	0/07	0/07	0/20	0/22	0/13	1		
Year's background	0/002**	0/09	0/16	0/03*	0/20	0/09	0/001**	1	
Graduation	0/0001**	0/014*	0/03*	0/13	0/16	0/13	0/004**	0/002*	1

05/0>p*, 01/0>p**

Findings of table 2-4, show that there is significant relationship between managers' performance and gender, years' background, graduation and self-awareness ($p < 0/01$)

Table 3: correlation coefficient between variables

Deviance standard estimation	R Square	Correlation Coefficient	Multiple correlation Factor	Model
8/19	0/31	0/36	0/61	1

R= multiple correlation coefficient 0/61 and shows that there is weak correlation between independent and dependent variables.

This table was regulated in terms of R square which estimated 31% of changes for managers.

Table 4: Analysis of Variance

Model	Sum of squares	Df	Squares average	F	P
Regression	3470/74	8	433/843	6/464	0/0001

Table 5: Performance regression of managers on dimensions of emotional intelligence.

Variable	Predictor variable	B	S.E.	Beta	T	P
Manager's performance	Self-stimulation	-0/65	0/40	-0/2	-1/62	0/10
	Self-control	0/21	0/29	0/08	0/71	0/47
	Self-awareness	0/37	0/26	0/14	1/42	0/05
	Sympathy	0/20	0/30	0/06	0/66	0/51
	Social skill	-0/09	0/27	-0/03	-0/35	0/72
	Gender	Jan-23	1/96	0/06	0/63	0/04
	Years' experience	0/17	0/15	0/11	1/11	0/02
	Graduation	6/43	1/11	0/52	5/74	0/0001

Standardized beta coefficient B offers deviance standard for each of variables. Predictor beta is scale in the deviance standard. In order to change deviance standard, (whereas, controls others), emotional intelligence like self-stimulation is increased and manager' performance will be reduced as -0/2.

B or non-standard coefficient is predicated for variables and it shows increment in scale.

T and P values point to predication variables. Great value of T and small value of P shows that predictor variable influences on scale more and certified significant effect with items like gender, graduation, years' experience and self-awareness. Thus, hypothesis for significant relation between emotional intelligence and technical manager's performance is certified and others are rejected.

Also, Karami in study was performed in 2007 concluded that there is significant relation between emotional intelligence and performance of managers. Nouraei 2010 found positive significant relationship between self-awareness and self-management of members of scientific board and their educational performance. The results of present study conform to results of Karami 2007, Raesei and et al 2008, Nouraei, 2010 but don't conform to Torabi 2003. In determination of above hypothesis, it can be said that self-management means ability to apply aware from emotion in order to be flexible and direct behaviours as positively, that means we can control our emotional reactions against all. The manager who are on high level from emotional intelligence point of view, determine estimated aims and calculate probability to obtain their aims. They use opportunities well and establish them instead of waiting for them, but since technical managers of administrative units shall apply management affairs and don't able to manage in high level, thus they cannot realize variations and shall be permissions.

Based on results offered in chapter four, third hypothesis is rejected. Thus, there is not significant relationship between self-stimulation and performance of technical managers. Findings of present research conform to Torabi 2003, Karami 2007, Raesei 2008, Hashemi and et al 2013 but it doesn't conform to Mansouri 2001. In determination of above hypothesis, it can be said that by increment age, scale of emotional intelligence is increased and their ability is increased too and it points to effectiveness, creative and so on. Stimulation, ability for energizing and direct others is so weak. In motivation, emotion is used as tool in order to reach aims. The society is technical managers of administrative units who have high ability and this limitation prevents from creativity and activity.

Based on results in chapter four, fourth hypothesis is rejected. Thus, there is no relation between sympathy and emotional intelligence and performance of technical managers. Findings of present research did not conform to Bani Hashemia and Moazen 2009, Karami 2007, Joseph and et al 2005. In determination of above hypothesis, it can be said that sympathy and emotional intelligence is same social sense and comprehend different dimensions of emotions and act suitable for people who are around us (Goleman, 1995). This indicator has more relation with responsibility. Sympathy has

root in self-awareness because more feel about us, will be able to recognize more and discriminate our feelings more. Sympathy is base of people skill. The managers and businessmen have high sympathy, consider social symbols which derive from needs or want more. This power needs protection and attention others more. Technical manager of administrative units cannot consider the problems because of family and social problems.

In this study, there is not significant relationship between social skills and their performance. This finding conforms to Joseph 2008 but doesn't conform to Torabi and Karami 2007. In determination of above hypothesis, it can be said that this skill needs capabilities about suitable response to others, persuading, calmness and power of teamwork and transparent communications. These have more significant in administrative and working interactions, thus, it considers restoration and development of factors more. In present research, the managers don't have sufficient sympathy and cannot recite their emotions, thus cannot comprehend the feelings well and don't have social skill.

Limitation of research is because of questionnaire which is one of the limitations of present research. It is suggested to perform research upon superior and middle managers of administrative units of health centres of medical sciences university. Also, it is suggested that before appointing managers, emotional intelligence test is used by inspection unit and its point is considered as appointing scale, education deputy of health centres provide emotional intelligence package and held workshops for professors and staff.

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