

Investigating the Effect of Emotional Intelligence Components on Organizational Maturity and Job Burn-Out in Mapna Company's Staff in Paresar Combined Cycle Power Plant

MITRA ZIA

M.A in Public Management-Human Resources, Islamic Azad University, Astara Branch, Astara, Iran

MOUSA REZVANI CHAMANZAMIN

Assistant Professor in Public Management, Islamic Azad University, Astara Branch, Astara, Iran

Email: Musa2006az@yahoo.com

SEYYEDEH FATTANEH MOGHIMEE

Lecture in Public Management, Islamic Azad University, Astara Branch, Astara, Iran

Abstract

In the present study the effect of emotional intelligence program on organizational maturity and job burn-out in Mapna Company's Staff in Paresar combined Cycle Power Plant has been investigated. In the present study, firstly the population of 300 people were randomly selected from among all working staff in Mapna Company's Staff in Paresar combined Cycle Power Plant and were evaluated through the test of organizational maturity and job burn-out, the sample population containing 40 staff members from among those having low organizational maturity and high job burn-out were randomly selected and were located in two 20 people groups. One of the groups was randomly exposed to training emotional intelligence for 3 months and the second group received placebo. At the end both mentioned groups were evaluated through related test (organizational maturity, job burn-out). The results were analyzed through SPSS. The research is experimental two group pretest and posttest. The analyses was conducted through MANCOVA and revealed that training emotional intelligence affected on the increase of organizational maturity and decrease of job burn-out. Training emotional intelligence improved organizational maturity and decreased job burn-out.

Key Words: *Training the Variables of Emotional Intelligence, Organizational Maturity, and Job Burn-out.*

Introduction

During the recent years, understanding the nature of emotion and its relation to cognition has taken new dimensions through introducing neo-advent concept of emotional intelligence. Therefore the event can be regarded as the last development in the realm of the study of emotion and cognition (Mayer, 2001). Emotional Intelligence is the concept which was introduced for the first time at the beginning decades of 1990 by Mayer and Salvoy(1993) and then was rapidly publicized in 1995 by Goleman (Bar - R, 1997). Nowadays, there is variety of models to define and to state the concept of emotional intelligence, but in a short glance it can be mentioned that the basic requirements of emotional intelligence contain emotional perception in ones ego or the others, understanding and rational about emotion and managing the emotion (Bar - R 2000). Practically, Intellectuals believe that the capabilities building emotional intelligence - emotional perceptions are pertinent to the regulations of emotional states and application of emotional awareness accompanied by life general satisfaction (Pellitteri, 2002).

Theoretical Background of the study

the decisive role and the importance of job in various dimensions of human life is not covered to anybody since in addition to making ends meet, job has a direct relation to an individual's physical and mental health and paves the way for satisfying his many immaterial needs. It is obvious that constructing roles that is supposed for a job is providing the fact that first, the characteristics of the job fits the characteristics of the employer and second, the person experience appropriate limit of feeling job success.

The magnificence and the speed of scientific progresses and the techniques affected out of them are accompanied by plenty of social revolutions and economic changes. On this base, profound challenges and changes have been created in human life and job in such a situation. Paying attention to human as a complicated creature, his compatibility with his environment, the effort to meet expectations, equipment and changes in work place and in organization have been altered regarding to the past, since contemporary human is obliged to incur pressures and limitations concurrent with compatibility of social situation and work place. therefore a satisfactory job and job compatibility during a time period may create dissatisfaction and lack of compatibility and this cause the person exits from normal and natural trend and incur burn-out (Mohajer, 2003). The theory of emotional intelligence provides new perspective about prognosticating the factors affected on success and also primary impeding psychological disorder which completes cognitive science, nervous sciences and children growth. Emotional capabilities are essential for skillful tactics in relations to others.

A psychologist named Goleman claimed that cognitive intelligence just causes 20 percent of successes in the best situation. 80 percent of successes depends on the other factors and in a lot of conditions, the destiny of the individuals are dependent upon the skills which create emotional intelligence. In fact emotional intelligence determines the lack of success in high IQ people and unexpected success of people having average intelligence. it means that individuals containing generally average intelligence and high emotional intelligence are much more successful than those having generally high intelligence and low emotional intelligence. Therefore emotional intelligence prognosticates individual's success in life and the way they appropriately encounter stress. Regarding to the above mentioned matters, the present study was conducted to answer this question that Do training the components of emotional intelligence affect the increase of organizational maturity and decrease of job burn-out in Mapna Company's staff?

The Main Hypothesis

Training the components of emotional intelligence effects on organizational maturity and job burn-out in Mapna Company's Staff in Parehsar Combined Cycle Power Plant

Sub - Hypotheses

1. Training the components of emotional intelligence effects on organizational maturity increase in Mapna Company's Staff in Parehsar Combined Cycle Power Plant.
2. Training the components of emotional intelligence effects on job burn-out decrease in Mapna Company's Staff in Parehsar Combined Cycle Power Plant.
3. There is a reverse relationship between organizational maturity and job burn-out.

Research Method

It is an experimental research and the design of the study is pretest- posttest having a control group in which two groups were formed and each group was evaluated twice. The first evaluation was carried out by a pretest and the second evaluation was conducted following applying independent variable for experimental group through a post test on both experimental and control groups. To form experimental and

control groups, utilizing random sampling, half of the samples were located in the first group and half of them in the second group. Using random sampling, both groups were similar and evaluation of dependent variable for both of them was conducted at the same time and at the same condition.

Statistical Population and Sample Group

Statistical population in the present study includes: samples containing 300 individuals have been randomly selected from among all working staff members in Mapna Company located in Paresar combined cycle Power Plant (including: O&M firm, Nasb Niroo firm, Toseh 2 and Tooga firm).

Sampling Method and the Volume of Sample

Statistical sample in the present study were taken out of the staff members whose scores in posttest were evaluated based on the scores of tests in organizational maturity and job burn- out and were high above the average scores of population. With respect to the nature and the purpose of the research and based on the theoretical and scientific considerations, the random sampling method was used. Regarding to statistical table and the need to 300 statistical sample (Rezvani, Hassan mehr, 2009) in the present study O&M, Nasb Niroo, Toseh 2 and Tooga were randomly selected from Mapna Company. Following scoring completed questionnaires and calculating average population, individuals were selected as those required training whose scores were above questionnaire average in organizational maturity and job burn-out. The identified individuals were randomly were placed in two experimental (20) and control (20) groups. Post test was conducted one week following the last session of training emotional intelligence to the samples. There were 12 sessions training which each one lasted 90 minutes.

Research instruments

In the present study two questionnaires have been used to collect data including: Khalkhali - Madani organizational maturity questionnaire: the questions in the questionnaire contained five options range from completely disagree to completely agree in five spectrums which were scored from 1-5. The questionnaire of organizational maturity was assigned to research hypothesis with 35 questions. The system of scoring fluctuated between minimum of 35 to the maximum of 175.

Maslesh - Jackson job burn-out questionnaire: the questions of the questionnaire contained six options including: very low to very high which has been scored in six spectrums ranged 1-6. This questionnaire included 25 questions in which scoring system fluctuated between minimum of 25 to maximum of 150. This questionnaire has been identified as golden standard instrument to measure the amount of job burn-out and contained three independent measurement scales as follow: emotional fatigue, depersonalization, personal accomplishment scales.

Statistical Method

In descriptive part of the statistics, table - mean and standard deviation were used and in perceptive statistic part multivariate - covariance was utilized to study the research hypotheses. Statistical analysis has been conducted making use of SPSS18. the analysis of multivariate - covariate allows the researcher to study the effect of one independent variable against dependent variables and eradicate the effect of other variables. Prior to conducting multivariate covariance, firstly its sub-assumptions including: homogeneity, regression, having linear relation, interval data, normality of distribution and randomizing data and also correlation between dependent variables were investigated (Rezvani, Hassanimehr, 2009). Since linear relation and matrix of variance homogeneity assumptions and covariance and homogeneity of regression linearity was not understated, the researcher was allowed to make use of the analysis of multivariate covariance.

First Sub - Hypothesis: Training the components of emotional intelligence effects on organizational maturity increase.

Table 1: covariance analysis between emotional intelligence in training & control groups on the amount of organizational maturity

Source of diffraction	SS	df	Sum of Means	F	Sig
Organizational maturity	2371.285	1	2371.285	99.196	0.0001
Error	884.485	37			

Table 2: Comparing means of emotional intelligence in training & control groups to the amount of organizational maturity

Groups	Mean differences	SD	Sig
training and control groups	15.281	2.369	0.0001

Obtained results indicate that in Table 1, F was calculated, $df = (1.37) = 99.196$, $Sig = 0,0001$, since level of significance is less than 0.005 ($P < 0.005$) regarding to the significance of calculated F, it can be concluded that training components of emotional intelligence effects on the increase of organizational maturity. Comparing the differences between mean scores of the groups demonstrates that there is a difference of 15.281 between organizational maturity in components of emotional intelligence in training and control groups that is statistically significant at level 0.01.

regarding to being significant, in mean differences 99% validity is revealed on which based the research hypothesis stating training emotional intelligence component effects on increase in organizational maturity is confirmed.

Second Sub-Hypotheses: Training the components of emotional intelligence effects on decrease of job burn-out.

Table 3: Covariance statistical analysis of emotional intelligence components in training and control groups on the amount of job burn-out

Source of diffraction	Ss	df	Sum of means	F	Sig
Job burn-out	6764.034	1	457.002	111.447	0.0001
Error	2245.634	36	60.693		

Table 4: Comparing means of emotional intelligence in training & control groups to the amount of job burn - out

Groups	Means differences	Standard deviation	Sig
Training and control groups	-31.945	3.827	0.0001

Obtained results indicate that in Table 1, F was calculated, $df = (1.37) = 187.933$, $Sig = 0,0001$, since level of significance is less than 0.005 ($P < 0.005$) regarding to the significance of calculated F, it can be concluded that training components of emotional intelligence effects on reduction of job burn - out. Comparing the differences between mean scores of the groups demonstrates that there is a difference of -31.945 between job burn - out in components of emotional intelligence in training and control groups that is statistically significant at level 0.01.

Regarding to being significant, in mean differences 99% validity is revealed on which based the research hypothesis stating training emotional intelligence component effects on decrease in job burn - out is verified.

Third Sub Hypothesis: There is a reverse relationship between organizational maturity and job burn-out.

Table 5: Mutual correlation between organizational maturity and job burn-out

Variable	r	N	Sig
Organizational maturity and job burn-out	**-. 0.610	40	0.001

**P<0.01

Table 5 indicates that there is a reverse relationship between organizational maturity and job burn-out. ($r = -0.610$, $P = 0.01$) since significance level is $Sig = 0.001$ and is smaller than $P = 0.01$, therefore calculated correlation coefficient is statistically significant at level 0.01. Therefore research hypothesis stated that there is a reverse relationship between organizational maturity and job burn - out is 99% verified.

Research Findings

It can be stated that training emotional intelligence is a comprehensive method in which we should observe various dimensions including awareness of kinds of stress and cognitive psychological pressure such as conflict, failure, feeling under stress and awareness of foretelling and prognosticating these stress generating events, self-awareness and its properties that means what we feel and what we do, additionally, awareness against physical signals which accompanied with a sentiment such as transpiration, quivering, vertigo and ETC. awareness against environment characteristics which pushes us to react.

Self-monitoring techniques for instance when we are under emotion, can make us observe what negative behaviors we carry out. awareness against A-B-C pattern and the relation between emotion, thought and behavior, creating subjective imaging program, training self-managing and self-control - that is when we are under emotion, wait for some minutes and after precise thinking carry out the act in question-active listening, self- out looking, abdominal breathing while confronting with emotion, consulting with a third person, defining purpose in life including who am I? What do I want? How will I attain it? When will I attain it? What will I need to attain the needs?

First Sub Hypothesis

It can be stated that the factors which increased organizational maturity among staff members in Mapna Company included: introducing three column table of event, thoughts and behavior, and determining purposes, communicative skills such as active listening, familiarizing members with SMARTER purposing indices, raising listening, eyesight, tactile, relation management skills, awareness against existing obstacles pertinent to organizational awareness all are included in effective factors.

Second Sub Hypothesis

It can be pointed out that the reason to success in emotional intelligence than job burn-out was the formers strong theoretical bases including organizational awareness such as familiarizing members with organizational dimensions, organizational regulations, facilities, promotional terms, punishment and awareness of staff members with the subject whose pressures and problems were due to the lack of awareness and notice to the inter organizational issues.

Appropriate relational skills among sessions to members, relationship management, determining purposes and its types, being familiar with kinds of stress in workplace, makes it pleasant and unpleasant. Subjective imaging, stress fighting strategies in stressed out situation such as noticing to collective signs of stress and its awareness, abdominal breathing, consulting, patience, and thinking about the subject matter were included.

Third Sub Hypothesis

It can be claimed that the factors cause increase organizational maturity among members and staff in Mapna Company consisted of specifying purposes, communicative skills,... therefore regarding to outcomes and verifying previous hypotheses, it can be stated that emotional intelligence led to increase organizational maturity and reduction of job burn-out, thus this conclusion leads to verification of above mentioned hypothesis.

Conclusion

Emotional intelligence leads to promotion of organizational maturity and reduction of job burn-out. determining purposes by the members in the form of group exercise, characteristics and basic terms of healthy purposes which includes attaining welfare and comfort, attaining happiness, which is not taken out of competitiveness....., the way to attain these purposes consist of trial and error, making use of thinking and imagination power and.... etc. familiarizing members with SMARTER purpose indices which in summary include specifying acceptance, characterizing, consistent with reality, timing and specifying purposes with SMARTER indices and specifying short term and long term purposes, practice to increase eye skill for example looking at 100 pages with the speed of approximately 2 seconds and thumbing the pages, practice to increase listening skill, practice to raise tactile skill and other senses. about creative thinking strategy and its improvement for example, managing, crossing out impossible word out of dictionary, communicative skills and managing relation, listening skills, discussing and negotiating, awareness to relation that consist of 12 cases including judgment, ordering, threatening, asking many and inappropriate questions and ... reflective skills which consist of reflection of feeling, meaning... sympathetic skills and informing members with barriers of sympathy which surrounds advising, laming, comparing,...compassion and pity, improper praise and applause, social awareness and ... all above mentioned subjects lead to organizational maturity and job burn-out. Regarding to the fact that the obtained results of the study demonstrates the effectiveness of emotional intelligence training in reduction of job burn - out and increasing organizational maturity. additionally, regarding to the application of this training - treatment approach in industrial centers and organizations to reduce job burn-out, it is suggested that this approach is used in industrial centers and organizations as an effective treatment approach to reduce job burn-out and disorders derived out of it and following it productivity of organization.

References

- Bar- R. (2000). Bar-on emotional and social intelligence. In: Bar-on R, Par ker JDA, editors. Handbook of emotional intelligence.Sanfrancisco: jossey-Bass; 2000: 363-388.
- Bar- R. (1997). Bar-on emotional quotient inventory. Toronto: Multi-Health system inc; 1997.
- Golman, D. (1995). Emotional intelligence; Whyit can matter more than IQ. New York; Bantam books; 1995.
- Mayer JD and Salovey P. (1993). The intelligence of emotional intelligence, intelligence, 1993;17(4), 433-442.
- Mayer JD. (2001). A field guide to emotional intelligence.In ciarrochi J, forgas JP, Mayer JD, editors.Emotional intelligence in everyday life.Philadelphia: Taylor & Francis;;3-24.
- Mohajer, M. (1382) The relationship between personality characteristics, occupational history, and the salaries of Teachers Education in Tabriz - Tabriz University master's thesis. (Press in Persian)
- Pellitteri J. (2002), The relationship between emotional intelligence and ego defence mechanisms. The journal of psychology. 2002; 136(2): 182-194.
- Rezvani Chamanzamin, Mousa, Hassanimehr, S.S.. (1388). Probability and Statistics (1) and (2) a practical approach to managing the economy. (Faculty of Islamic Azad University of Astara) (Press in Persian).