

# The Survey of the Relationship between (Tension) Emotional Intelligence and the Staff's Professional Commitment

Mahdi Veisi<sup>1</sup>; Zahra Alizadeh<sup>2</sup>

<sup>1</sup>Department of Business Management, Sahneh Branch, Islamic Azad University

<sup>2</sup>Department Of Educational Sciences, Payam Noor University

---

## ABSTRACT

The main purpose of this research is to survey the relationship between (tension) emotional intelligence and the staff's professional commitment. The statistical community (society) of this research were 300 persons of the staff of Iran oil products distribution and national refinery company in Shiraz. About 148 people chosen by means of KoKran formula based on sample capacity. They are swerved two standardized questionnaires of Mayor and Sally's tension intelligence, and Mir's professional commitment and etc. SPSS software, as well as average tests of one statistical community, kolmogorov – smirnov, spearman's correlation coefficient, and freedman test were used to analysis of the data. The results from the analysis of the data showed that in this research community, A positive relationship was gained between self-control, unanimity, social skills with emotional and professional commitment and..... continuous professional commitment that we expected such results according to theories and the records of previous researches, contrary to our expectations, the analysis showed that there is a negative null-relationship between self-control and social skills with normal professional-commitment. And also the results showed that in this research community the condition of emotion (tension). Intelligence and professional commitment was bad and undesirable, and all the parameters of emotion intelligence were undesirable but the condition of self-control was average. Emotional-professional commitment and normal-professional commitment were undesirable but continuous-professional commitment was desirable in all the parameters of professional commitment.

**KEYWORDS:** Emotion Intelligence, Professional Commitment, Continuous-Professional-Commitment, Normal-Professional Commitment, Emotional-Professional Commitment.

---

## 1. INTRODUCTION

It was the emotion or tension intelligence that got the attention of management researchers and scientists in managerial literature in the past decade. this subject studies the role of the staff's emotions and feelings in their work with the others and is a kind of attempt to describe and interpret the situation (position) of the staff's emotions and feelings in their efficiency. A series of reports from related researches with emotion or tension intelligence was published that presented an inspiring and hopeful conclusion: It can be noted that there is a relationship between the staff's intelligence with their success. Some of these researches declared (announced) that those staff who had higher emotion intelligence, they were more satisfied, and also they had more organizational and professional commitment than the other staff. These persons have merits (characteristics) such as self-controlling, self-discipline, self-management control of emotional feeling, their own feelings and tensions in work-conditions. Emotion intelligence involves ability to follow-up, having motivation, ability. Control impulses, ability to control emotions and ability to have unanimity and affection. (McGreevy, 1997) Emotion intelligence take it to account as the source of motivation, information, personal power, creation and influence that has a decisive role in organizational improvement trend, because emotional intelligence causes the individual's loyalty and his/her organizational belonging, better adaptation with organization changes, technical advances, human relationship and more logical making decision. (Anton copula & Gobriel, 2001).

According to the subjects mentioned in the above and emotion intelligence importance, the main purpose of this research that: Is there any relationship between emotion intelligence parameters with the staff's professional-commitment of Iran oil products distribution and national refinery (par age) company in Shiraz or not?

## 2. Emotion intelligence

The conception of emotion intelligence is not new. Perhaps, Aristotle is the first person that paid attention to the importance of feelings in human interactions. Aristotle noted that: getting angry is easy, All humankind can get angry.

But getting angry in these manners against a truthful, man, truly, in a right time, with right reason and correctly isn't easy. (Goldman, B&Z). Have, our aim in the history of emotion intelligence is academic studies and researches.

All of these are done about emotion and emotion intelligence in azoth century. Thomas Cohen talks about "Paradigm" in his salient (brilliant) work, structure of scientific revolution:

We can see the signs of puberty in the paradigm of emotion intelligence. It entered psychology literature as a conception in 1990 that originated from Thorndike and Gardner's ideas. It is the result of interweaving emotional and reasonable mind and also related to wisdom and feeling reciprocally. Typically speaking, emotion intelligence is a new parameter for many researchers that they are interested in for different affairs.

The theory of emotion intelligence provides a new "perspective" about prediction of success factors in life such as: Working activities, efficient confrontation with stress factors as the origin of mental disorders, because many of the personality characteristics can provide a background to succeed in different areas of life, such as: empathy, egotism, optimism, self-motivation, controlling stress, self-awareness, emotion management. Emotion intelligence suggests the emotional dimensions of personally and socially that it often reveals in daily activities. (Sabori Moqadam:1993)

One of the most important mechanisms of humans is intelligence that covers an ability of adaptation. Some part of it reveals in individual and social relationships. Thorndike believes that social intelligence is an ability to understand inside manners, motivations and one's behavior and the others, and optimism function based on obtained data. Gardner noted in his eight aspects of intelligence that there are both intra-personal and inter-personal intelligence, and one of the concepts of intelligence is the individual's ability to be aware of emotions and the distinction between them and using information to give answer in environment efficiently.

It must be taken for granted that in the dawn of studying intelligence, the emphasis is on its cognitive aspects such as memory and problem-solving, in here as the non-cognitive dimensions such as emotional and behavioral are both acceptable and necessary.

Perspectives according to intelligence quotient was replaced instead of other efficient abilities of studying in human function. For example, Thorndike(1920)

Knew that smart behavior involves objective intelligence (making skills and applying tools), abstract intelligence (ability of the application, of words, numbers and scientific principles) and social intelligence (knowing persons, and ability of creative action in human-relationships). Wechsler (1943) suggests that non-cognitive intelligence aspects such as emotional, tension, personal and social abilities are important in predicting its ability for success and adaptation in life. (Chiva&Alegre, 2008)

Basically, emotion phenomena are an exclusive source of information for individuals about their environment to search ...

These pieces of information from, ideas, thoughts and feelings. It is assumed that individuals have different skills in, unclear standing, applying of this emotional information and One's level of emotion intelligence is important in his health and emotion-logical growth and guaranteed his/her success in life. Emotion intelligence theory provides a new view about prediction of efficient factors in success and also provides the first-prevention of mental-disorders. It can complete both cognitive and never sciences. Emotion intelligence capabilities are important in emotional self-regulatory and skillful prudence (expediency). (king &Gardner2006)

It is not enough to appeal general-intelligence to clarify success and researchers showed that General-intelligence clarifies success about 25 percent in the best conditions, the rest depends on chance, emotion-Social intelligence.(Golman2001)

The level of emotion-intelligence is not genetically fixed and it isn't formed in childhood, But general-intelligence rarely changes after adolescence. Emotion-intelligence isn't learnt more and formed by getting experiences in life-Researches done on the level of emotion-intelligence show that humankind become better and better in their capabilities and will become more skillful in controlling their emotions.

*First*, It has been noted the frame of emotion-intelligence, its formal definition and also a suggestion of its measurement in two papers of Salovey and Mayer in 1990print. The first definition was based on a strategy that had 2 parts: The first part involves holistic processing of general data conformations and the second part is about specialized adaptation of emotions. It results in improvement of life. They defined emotion-intelligence as a kind of ability that contains the capacity of understanding tools, cognition, application and control one's emotions and the others. (Lchefollahi &Donstar, 2003).

Goldman suggests that emotion-intelligence involve those abilities that a person can keep One's motivation, and also he/she must be stable in confrontation with harshness and control his/her anger, and postpone success. He must regulate the mental manners and doesn't let any agitation spoil thinking ability power. He/she must be hopeful and have unanimity with the others. Then he/she will be aware. Goldman believes that emotion intelligence involves cognition and control One's emotions, unanimity, having satisfying relationships. In other words, a person who has higher emotion intelligence, He/she can combine the three factors of emotions parameters (cognitive, physiological, and behavioral parameters).(Golman,2001)

The main parameters of emotion intelligence are ability to understand the others emotions, ability to regulate oneself and having self-control and the others with adaptation.

It is expected that those who have higher emotion-intelligence they show better social adaptation and skills. Thus, Social skills are social facilitators which help individuals to interact with the others based on bilateral utility, and In addition, social skills are bilateral and those who show social skills, they will have good interaction and people love them, too.

According to Bar-on and Parker, emotion intelligence is a kind of intelligence that is originated from thinking and emotions and its meaning is to get the whole structure of emotional abilities, personal and social abilities and it affects/influences on an ability to confront with environmental stresses and reagents. (Chiva&Alegre, 2008)

In a research which was done among 19 organizations in LIAE (United Arab Emirates), shows that there is a meaningful negative relationship between conflict and emotion intelligence. In this paper (research), the correlation coefficient was -0.52 when we assessed the sample of emotion intelligence. Selected by supervisors, but when we assesses the emotion intelligence between the staff, the correlation coefficient was -0.22. This shows that the staff and supervisors have different Opinions about emotion intelligence. (Suliman&sheikh, 2007)

In another research that was done in big Organization of production in England. In this research, the relationship between emotion intelligence and leadership effectiveness was studied. To study the leadership effectiveness, the subordinates' ideas were used. The selected sample involved 38 supervisors and 1258 staff. The person's correlation Coefficient between emotion intelligence and leadership efficiency became 0.39. It showed that there is a positive relationship between emotion intelligence and leadership efficiency (effectiveness) in the assurance level of 0.99. The parameters of emotion intelligence are: understanding of ones emotions, the use of emotions, understanding of the others feelings and management of emotions.

Saying that there is a positive relationship between the first two parameters with leadership effectiveness and there was no meaningful relationship between the other two parameters. (Kerr&Boyle,2006).

A study among 186 administrative managers was done in two Canadian organizations in 2008.

The results from T-test showed that the rate of the leaders, emotion intelligence (selected sample) was more than the public (emotion intelligence). And also the result of the research showed that in those organizations which their managers have higher emotion intelligence, the rate of utility is higher. (Stein&Sitarahio, 2009)

Kaman and Wolf studied 81 teams of military organizations they surveyed the relationship between the leaders emotion intelligence of the group and the rate of organizational intelligence in the level of the group. In this research also the effect of emotion intelligence of the group on the function of the group was studied. In fact, in this research the emotion intelligence of the group was considered as the intervention factor (variable). The result, of this study showed that There is a positive relationship between the groups emotion intelligence and leaders emotion intelligence and also there is a positive relationship between the groups emotion intelligence and its function. (Loman&Wolff,2008).

Grant studied short-term and long-term education on the rate of emotion intelligence. The results of his research show that long-term education (13 weeks) can improve the emotion intelligence meaningfully. (Grant, 2007)

A research was done between 92 managers of public relationship and 129 managers of the branches of Australian banks about the relationship emotion- intelligence and financial function.

The results showed that there is a positive relationship between emotion-intelligence and bank monetary financial function. (The correlation coefficient was 0.292 In this research and showed that there is a positive relation between these two variables in the meaningful level of 0.900 (Heffernan& Droulers.M, 2008)

A research which was done among 8 companies of the ceramic industries in Spain.

The results showed that the capacity of organizational learning as a adjustment variable affects on the relationship between emotion-intelligence and job-satisfaction. The results of this research showed that there is a positive relationship between emotion- intelligence and learning capacity of organization and also the result showed that there is not a meaningful relationship between emotion- intelligence and job- satisfaction, unless learning capacity of organization influences the relationship between these two variables as a adjustment variable. (Chive&Alegre, 2008)

A research was done on 156 members of the professional staff in New Zealand. It showed that there is a positive relationship between understanding of the others feeling and social support. (King&Gardner, 2006)

Adults are better in emotion-intelligence skills than the others. Mayer's researches showed that those who have lower emotion intelligence, they will be weaker to confront with stressful situation of life, as a result they will become depressed, hopeless and other negative consequences of life. While those who have higher emotion- intelligence, they can manage their life to decrease the negative results and, they will be skillful in qualitative relationships. As whole emotion- intelligence is related to life consequences and it helps people to understand and predict different daily aspects. (Chiva&Alegre,2008)

Siarochi anneal noted that emotion- intelligence adjusts the relationship between stress and psychological conformity (adaptation). Psychological conformity means those characteristics that are related to depression, hopelessness, and suicide beliefs. In another research, they got that those who are skillful in controlling their emotions, they will have higher social support, and this keeps them from tingeing about suicide, depression. Some believe that today's emotion- intelligence has a great role on success and job in life.

Studies show that assertiveness, unanimity, happiness, self- awareness of emotion are more effective as different aspects of emotion- intelligence in success of new employees, and also the applying of emotion-

intelligence test on new employees has shown that new employees get more marks meaningfully in parameters such as assertiveness, unanimity, happiness and emotional self-awareness. (Lchefollahi, 2003).

A survey on 200 companies and universal organizations has shown that 1/3 of difference is related to cognitive capabilities and 2/3 is related to emotional-competences (abilities). (Golman, 1998)

A research which done among 105 persons of the staff of the Remedy department in U.S.A. Emotion-intelligence has an adjustment variable in the survey of the relationship between organizational commitment and the ability of emotional adaptation. This research showed that those staff who have higher emotional conformity and intelligence, they'll have more commitment. If the emotion-intelligence mark is high, we can get result the latter is true, Humphreys, Brunsen & Davis, 2005).

In another research that was done on 200 police officers in Nigeria. It showed that job experience, self-efficiency, emotion intelligence and motivation influence on the rate of commitment. (For data analysis, the Regression model was used, 5/856 Fischer) (Aremu, 2005)

Peon researched on graduated students of labor from three universities in Malaysia. He concluded that job-commitment will influence on success in job-improvement (headway) for those who have emotion-intelligence at average & over, and also these results showed that there is a positive-relationship between organizational commitment with job-satisfaction and salary.

### 3. Professional commitment

The term (professional-commitment) is extracted from psychology and is related to the most developed conception of organizational-commitment. (Hall, 2005) and its survey is similar to it. (Herr, 2005). Definitions of professional commitment are different in two cases: A person who is involved in doing certain tasks in his/her work condition or the importance of job-doing in life.

Professional commitment is considered as one of the determinant factors an individuals work and also as a subject that gets the attention of many managers and persons in educational-places. (Icannan & pillai, 2008)

The theory of professional commitment also noted that the more a person invests a series of things, denying is more difficult than it. Thus, the more a person is encouraged to enter job, the more actives are done for this encouragement, He may have more commitment to his job. (Tayler, 1988)

Professional persons see themselves as those who involve a full-time job that they make attempt the best and they have commitment to their profession without any condition and constraint, because they believe that this profession is valuable. (Favela & Fuzessery, 1974)

Professional-commitment is defined as an individual's attitude to job or profession. (Fjortof & W.I.lee, 1994)

It refers to a dependency that individuals have to their professions. In fact professional commitment contains objectives, values of profession and belief, tendency to show trying for profession and membership retention in profession. (Elias, 2006)

Professional commitment is defined as a certain degree to standards of work-function. (Jones, 2000). Wallis's definition and his colleagues on professional commitment is similar to that of Allen and Meyers. This researcher and etc consider three dimensions emotional, continues and normal for professional commitment and defined it as: feeling of identity with one profession, requiring to continuation of service in one job and higher sense of duty, sense of higher responsibility towards it. (Osinsky & Mueller, 2004)

Arnica, Polka and Armani, in a research about the accountants professional commitment defined it by substitution it one word in stead another in porters definition of professional commitment. (professional instead of organizational as follow:

- 1) Be believed in objectives and values of profession and acceptance of them.
- 2) Tendency to try a lot towards profession
- 3) Tendency to continue and keep membership in profession there fore, those who have high commitment in their job (trade), they try hard to do it. It results in internalization of the profession failure and success as their own ones. (Giffords, 2003)

If we consider commitment as a desired professional value, it has come to existence based on professional merits which has been done.

Interest in commitment is created by Goldener. He identified a duality between commitment to organization and profession for professionals in bureaucratic organizations. (Taylor, 1988)

In addition to, when this interest to professional commitment came into existence, the researchers found out the individuals commitment to their profession has a lot of positive effects: (Hall, 2005) Lee and the others noted four reasons for the importance of studying professional commitment:

- 1) A person spends a lot of time on his work
- 2) Since profession- commitment influences on retaining, keeping and remembering, then it has important meanings for the management of human-resources.

3) Since professional skills are based on experiences, work function can have a relation ship with professional commitment.

4) More studies on professional- commitment may result in comprehension of this point how individuals combine and put together kinds of commitment is related to important staff: such as: improvement work-function, reduction of moving of the places and more satisfaction in both organizational and professional levels.(Elias,2006)

Researches showed that high levels of the staffs' commitment cause motivation and more satisfaction and it reduces leaving of organization. (Huang, 2006)

Professional commitment may influence on the individuals ,working behaviors such as : their observable attitudes ,their judgments about and of working and their involvement in professional groups.

Professional – commitment is related to the positive behaviors that are useful

For organization and after that the individuals with high levels of professional –commitment involve the activities less that are harmful for the organization.(Green field ,2008)

A person wants to be one of the members or makes a lot of attempts ,not to have profit , but he believes that he must behave any way , because it is true and his expectation to him .(Raju & Shrivastava ,1994)

Researches objectives (aims): In this research, the following objects are important according to emotion intelligence and the staff, s professional commitment:

- 1) A survey of the relationship between emotion – intelligence with the staff's professional commitment of Iran oil products and distribution of national company in Shiraz.
- 2) Presentation of necessary solutions for promoting emotion- intelligence so as to increase the staff's professional commitment based on research findings.

#### **4. RESEARCH METHOD**

In this research, the researcher wants to follow and determine and study the staff's emotion-intelligence and its relationship with the staff's professional commitment of Iran oil products and distribution of national company in Shiraz.

This research is based on descriptive and measurable method.

The number is 300 members of that company mentioned above.

The sample of this research is based on this formula of 148 persons:

This research used two lends of methods to gather information

- 1) Library method: To gather records of the research, books, these, projects, articles, informatics bases and internet resources.
- 2) Field- study: We used these tools: counsel and interview with elites to plan questionnaire and analysis. In this research, the main tool of assessment is questionnaire that is one of the common tools and, direct method to acquire research data.
- 3) To assess the variable, two lends of questionnaires were used: Mir's questionnaire (etc) is provided to assess the staff's professional commitment. Mayer and Salovey, s emotion intelligence questionnaire was used to assess the parameters of emotion-intelligence.

In this research, to describe and to analysis the data, descriptive and inferential statistics was used. The tests were used are: kolmogorov – smirnov, average, tests of a statistical society, spearman's correlation-coefficient, and freedmen's test.

#### **5. Conceptual Model of Research**

In this article, Mayer and Salovey model for emotion – intelligence and Mir-etc model for professional – commitment have between used which is shown in figure (1).

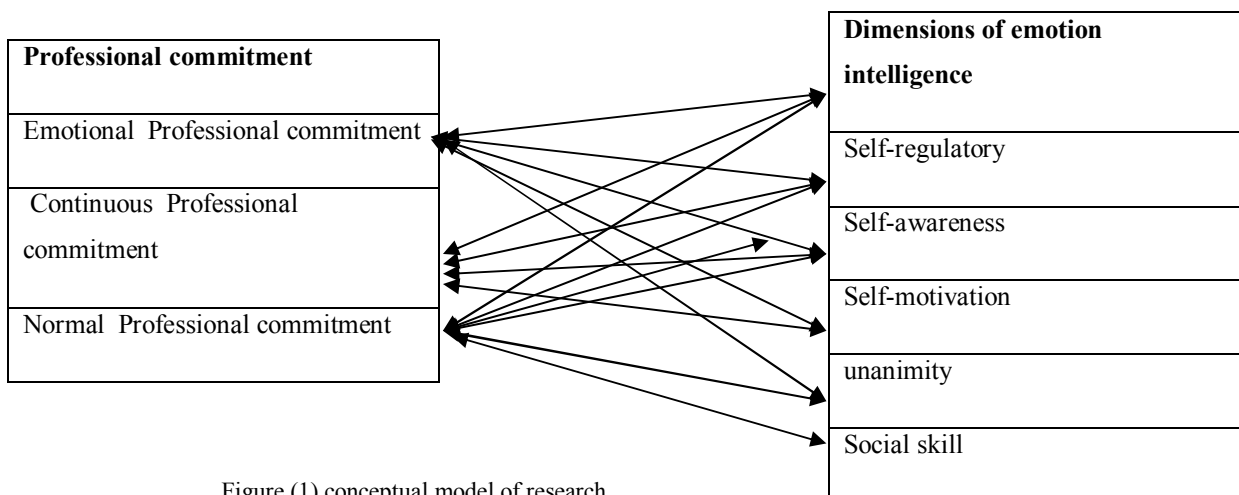


Figure (1) conceptual model of research

**5. Research Findings**

It can assess the normality or abnormality of data by using statistical test of kolmogorov – smirnov. The results from that test will be as follow:

Table (1) Test of kolmogorov – smirnov

Observation distribution follows normal distribution			H <sub>0</sub> : p=0	
H <sub>1</sub> :P=O	Observation distribution doesn't follow the normal distribution			
Test result	Sig-	Test-statistical	number	variable
Normal distribution	0/278	0/993	148	Emotion intelligence
Normal distribution	0/280	0/991	148	Professional commitment

As yiu see in table (1), the amount of test-statistic in 0/05 is less than the crisis amount, so the null-hypothesis or normality of accepted data and the contrast hypothesis that is suggesting the abnormality of data, is refused.

Therefore , Spearman 's correlation coefficient is used to test to the research objectives , a more important hypothesis and 15 hypothesis more particularly were planned and tested that the result as follows :

A more important hypothesis:

There is a positive and meaningful relationship between emotion intelligence and the staff's professional commitment of IOPD and NRC in Shiraz.

More particular hypothesis

According to 15 sub-hypothesis, It can be noted that .....

- 1) There is a positive and meaningful relationship between self-control and the staff's emotional profession commitment of IOPD and NRC in Shiraz.
- 2) There is a positive and meaningful relationship between self-awareness and the staff's emotion profession commitment of IPDNRC in Shiraz.
- 3) There's a positive and meaningful relationship between self-motivation and the staff's emotion – profession commitment of IOPDNRC in Shiraz.
- 4) There is a positive –meaningful relationship between unanimity and emotional-profession commitment of the staff of IOPDNRC in Shiraz.
- 5) There is a positive – meaningful relationship between social skills and emotional –profession commitment of the staff of IOPDNRC in Shiraz.
- 6) There is a positive – meaningful relationship between self-control and continuous professional commitment of the staff of IOPDNRC in Shiraz.
- 7) There is appositve – meaningful relationship between self-awareness and continuous professional commitment of the staff of IOPDNRC in Shiraz.
- 8) There is appositve – meaningful relationship between self-motivation and continuous professional commitment of the staff of IOPDNRC in Shiraz.
- 9) There is appositve – meaningful relationship between unanimity and continuous professional commitment of the staff of IOPDNRC in Shiraz.
- 10) There is appositve – meaningful relationship between social skills and continuous professional commitment of the staff of IOPDNRC in Shiraz.
- 11) There is appositve – meaningful relationship between self-control and normal professional commitment of the staff of IOPDNRC in Shiraz.
- 12) There is appositve – meaningful relationship between self-awareness and normal professional commitment of the staff of IOPDNRC in Shiraz.
- 13) There is appositve – meaningful relationship between self-motivation and normal professional commitment of the staff of IOPDNRC in Shiraz.
- 14) There is appositve – meaningful relationship between unanimity and normal professional commitment of the staff of IOPDNRC in Shiraz.
- 15) There is appositve – meaningful relationship between social skills and normal professional commitment of the staff of IOPDNRC in Shiraz.

Average – test of a statistical society was used to study the condition of emotion- intelligence dimensions and professional – commitment.

The result of this test has been shown in the following table:

Table (2): A condition of emotion-intelligence variables and professional-commitment

Average	Variable condition	variable
28659	undesirable	Emotion-intelligence
27569	undesirable	Professional-commitment
27799	undesirable	Self- control
28595	undesirable	Self-awareness
30714	average	Self-motivation
28056	undesirable	Unanimity
25594	undesirable	Social skill
20933	undesirable	Emotional-professional commitment
14683	undesirable	Normal-professional commitment
40488	desired	

Spear man’s correlation-coefficient was used to test the hypothesis  
 In table (3) , The correlation coefficients and meaningfulness coefficient between emotion-intelligence parameters and professional commitment parameters have been shown.

Table (3) M=meaningfulness , CE= coefficient

Normal professional commitment		Continuous professional commitment		Emotion professional commitment		parameters
M-CE	C-CE	M-CE	C-CE	Meaningfulness coefficient	Correlation coefficient	
0/000	-0/451	0/009	0/301	0/000	0/433	Self-control
0/635	0/057	0/105	0/190	0/105	0/190	self- awareness
0/804	-0/029	0/518	-0/074	0/284	0/123	Self-motivation
0/093	-0/202	0/011	0/298	0/003	0384	Unanimity
0/013	-0/303	0/043	0/244	0/019	0/281	Social skills

The correlation coefficient between emotion – intelligence and professional commitment become 0/344 and since its meaningfulness is smaller than 0/05(0/012), so (hence) we get result that there is a commitment and the more important hypothesis is accepted .We can get result about the more particular hypothesis according to table (3):

- 1) There is no relationship between self-awareness with emotion professional commitment, continuous professional commitment and normal professional commitment, since the meaningfulness coefficients are bigger than 0/05, so the hypothesis 2,7,12 will be refused.
- 2) There is a positive relationship between self-control and emotion-professional commitment, since meaningfulness coefficient is smaller than 0/05 and correlation-coefficient is positive, therefore the hypothesis number (1) is accepted.
- 3) There is no relationship between self-control and normal professional commitment, since the meaningfulness coefficients are bigger, so the hypothesis number 11 is accepted.
- 4) There is a negative relationship between self-control and continuous professional commitment, since meaningfulness coefficient is smaller than 0/05, so and also correlation coefficient is negative, so the hypothesis number 6 is accepted.
- 5) There is not any relationship between self- motivation with emotion professional commitment , normal professional commitment and continuous professional commitment , since meaningfulness coefficient are bigger than 0/05 ,thus the hypothesis 3 ,8 and 13 are refused.
- 6) Since the meaningfulness between unanimity with emotional – professional commitment and continuous professional commitment is smaller than 0/05 and their correlation coefficient is positive , so the hypothesis 4 and 9 are accepted. But, the hypothesis number 14 is refused .since meaningfulness coefficient between unanimity and normal professional commitment is bigger than 0/05.
- 7) Since the meaningfulness coefficient between social skill with emotion professional commitment and continuous professional commitment is smaller than 0/05, so the hypothesis 5, 10 and 15 are accepted .But correlation – coefficient between social skill with emotion –professional commitment and continuous professional commitment is positive, so there is a positive relationship between social skill with emotion professional commitment and continuous –professional commitment. But the relationship between social skill and normal – professional commitment is negative .Since correlation –coefficient is negative .Freedman’s test has been used to rank the parameters of emotion-intelligence and professional –commitment .These parameters have been shown in table (4) based on ranking.

8) Table(4)

Ranking average	Parameters of emotion-intelligence	rank
5/77	motivation	1
4/88	Self-awareness	2
4/42	Self-control	3
4/63	Unanimity	4
3/57	Social skill	5
<b>Ranking average</b>	<b>Professional commitment parameters</b>	<b>Rank</b>
2/88	Normal-professional commitment	1
1/91	Emotion-professional commitment	2
1/20	Continuous professional commitment	3

## 6. Conclusion

Today's power, economical ability and welfare of each country depend on experts, commitment and efficiency. Today's organization have developed but there is a problem for them.

That is decrease of their staff's professional commitment. It is the result of staff's absence, delay, conflict and contrariety in work-condition, day by day increasing of shortage of realistic thinking, decrease of energy to continue useful activities, different strategies have been suggested to increase professional commitment in resource. One of these strategies prescribes the use of emotion-intelligence and its parameters.

Emotion-intelligence is a subject that is trying to explain and describe and interpret the position of emotions in human powerfulness.

The staff with emotion-intelligence are effective staff that accept the objectives of organization eagerly and they'll try to obtain the at most of satisfaction and commitment. They approach to the level of control of kind self-controlling which is based on self-awareness.

Emotion-intelligence studies the role of emotions and feelings of individuals in their personal and social life, work with other and makes an attempts to explain the position of individual's emotion on their effectiveness. A series of researches and reports have been published based on researches related to emotion-intelligence, the hopeful results of it showed individual's emotion-intelligence has relationship with their success. Some of these researches noted that those who have better functioning, commitment and higher job-satisfaction, they have special characteristics such as:

Self-control, self-regulatory, self-management, control of emotion, feelings in work-condition. (1385, khalefollaho, duster)

In this research, the relationship of emotion-intelligence and professional commitment of staff of I.O.P.D...NRC in Shiraz has been surveyed according to the important of emotion-intelligence.

The results suggest that there is a positive-meaningful relationship between self-control, unanimity, social skills with emotion professional commitment and continuous professional commitment in the statistical society of under consideration. According to the records of previous researches and theories, we expected these results. But, on the contrary there is a negative-meaningful relationship between self-control and social skills with normal-professional commitment.

And also the results showed that in this society, the condition of emotion-intelligence and professional commitment was undesirable.

All the parameters of emotion-intelligence were undesirable except self-control was average.

And also the parameters of professional-commitment, emotional-professional commitment and normal professional commitment were undesirable and continue professional commitment was desired. According to the research objectives and the obtained results and the researchers observation in the period of his/her research, some suggestions and recommendations have been set(propounded) to increase the staffs emotion-intelligence that causes increasing of the staffs professional commitment.

1) Staff must be sensitive to emotion signs to increase unanimity.

2) We should warn the staff the importance of spiritual needs by holding courses and work-shops for managers and they educate them to (gain) acquire cognition, knowledge and skills to have unanimity with the staff.

3) To increase social-skill, the structure of organization should be more flexible and should move to flat-structures soasto to provide the back-ground horizontal communications and group-working.

4)Managers and staff should try to use the strategy of board to board in their negotiations so as to provide a suitable atmosphere to negotiate in organization.

5) Organization should pay attention to the staffs' emotion capabilities to select and to promote them. Since, according to the research-results, the staffs that have higher emotion-intelligence this characteristic can canes increasing the staffs' professional commitment and improving the function of organization for being effective.



6)According the relationship between emotion-intelligence with job-success has been proved, so we can offer the managers of humanistic resources and organizational industrial psychologies: They must propound test and mechanisms which can assess the rate of the applicants emotion-intelligence that are going to be employed in the start of entrance to organization.

## REFERENCES

- Antonacopoulou, EP; Gabriel, Y .(2001). Emotion, learning and organizational change: Towards an intergration of psychanalytic and other perspectives” *Journal of Organizational Change Management*, 14(5), 435-451.
- Aremu.A.O ,(2005) ,”A confluence of credentialing, career experience, self-efficacy, Emotional intelligence & motivation on the career commitment of young police in Ibadan ,Nigeria” , *policing: international Journal of police strategies and management* , vol 28 ,no 4 ,pp 609-618
- Carman,A.(2001)"staff burnout and patient satisfaction" *Journal of occupational health psychology*,7,235-241.
- Cherniss,C.(1992)"long term consequences of burn out : An exploratory study " *journal of organizational behavior*,13,2-11
- Chiva.R & Alegre.J ,(2008) ,” Emotional intelligence and job satisfaction: the role of organizational learning capability” , *personnel review* , vol 37 ,no 6 ,pp 680-701
- Elias, R.Z. (2006); The impact of professional commitment and anticipatory socialization on accounting students ethical orientation; *Journal of Business Ethics*, pp. 83-90.
- Freudenberger,H.J.(1974)"staff burn out"*Jornal of social issues*,30,150-165
- Fullerton, G.(2003); When does commitment lead to loyalty?; *Journal of Ghage Management*, Vol. 14, No.4, pp.333-334.
- Giffords, E.D(2003); An examination of organizational and professional commitment among public; not profit and proprietary social service employees; *Administration in Social Work*, Vol. 27, No.3,pp.5-23
- Golman Daniel, Nasrin parsa . (2001), *emotion- intelligence* ,Roshd publications, Tehran,
- Golman-Daniel(2004):*emotion-intelligence in work*, Mohsen jogande/ Bahman /ebrahimi, Tehran BehinDanesh publicati
- Grant.A.M ,(2007) ,”Enhancing coaching skills and emotional intelligence through training” , vol 39 ,no 5 ,pp 257-266
- Hall, M. , Smith, D. and Smith, K.(2005) ; Accountants commitment to their profession: multiple dimensions of professional commitment and opportunities for future research ; *Behavioral Research in Accounting*, Vol. 17, pp89-109.
- Heffernan.T,Oneill.G,Travaglione.T & Droulers.M ,(2008) ,”relationship marketing” , *international Journal of bank marketing* ,vol 26 ,no 3 ,pp 183-199
- Humphreys.J,Brunsen.B & Davis.D ,(2005) ,”Emotional structure and commitment: implications for health care management” , *Journal of health organization and management* ,vol 19 ,no2 ,pp 120-129
- Hussan sabori Moqadam(1993): the relationship between focus of control and possibility of control with individuals function in stress situations. Thesis- M.A of Kclinical psychology institute of psychiatry in Tehran.
- Jones, J(2000) ; The impact of hospital mergers on organizational culture, organizational commitment , professional commitment , job satisfaction and intent to turnover on registeral nurses on medical, surgical hospital units; State University of New York.
- Kanan, R. and pillai, S.M.(2008); An examination on the professional commitment of engineering college teacher; *International Business Management* , Vol. 2, No. 6, pp.218-224.
- Kerr.R, Garvin.J, Heaton.N & Boyle.E ,(2006) ,”emotional intelligence and leadership effectiveness” , *leadership & organizational development Journal* , vol 27 ,no4 ,pp 265-279.
- King.M & Gardner.D ,(2006) ,”emotional intelligence and occupational stress among professional staff in New Zealand” , *international Journal of organizational analysis* , vol 14 ,no 3 ,pp 186-203.
- Koman.E.S & Wolff.S.B ,(2008) ,”emotional intelligence competencies in the team and team leader , *Journal of management development* , , vol 27 ,no 1 ,pp 55-75.

- Maslach, C., & Jackson, S. E. (1993). "Manual of the Maslach Burn out Inventory" (2nd ed). Palo Alto: Consulting psychologist press Inc.
- Mcgarvey, R. (1997). Final score: get more from employees by upping your EQ; *Entrepreneur*; Vol. 25, No. 7, pp. 78-81.
- Mohammad Doustar, Ahmad Ali Kh&follahi (2003): A motion-intelligence dimensions: Article of management and development, number 18, (pages: 52-62).
- Osinsky, P. and W. Mueller, C. (2004); Professional commitment of Russian provincial sp Paul .
- Palmer, B., & Donaldson, C. (2001) "Emotional intelligence and life satisfaction" Retrieved from: <http://www.genos.com.au/pdg/EI-satisfaction.pdf>.
- Parry, J. (2006); The effect of workplace exposure on professional commitment : a longitudinal study of nursing professionals; *Central Queensland University. ecialist; Journal of Work and Occupations*, Vol. 31, No. 2, pp. 193-224.
- Poon, J. M. (2004) , "Career commitment & career success : moderating rol of emotion perception", *career development international* , vol 9, no 4, pp 374-390.
- Raju, P. M and Shrivastava, R. C. (1994); Factors contributing to commitment to the teaching profession; *International Journal of Educational Management* , Vol. 8, No. 5, pp. 713.
- Stein, S. J., Papadogiannis, P., Yip, J. A. & Sitarenios, G. (2009) , " Emotional Intelligence of leaders: a profile top executives" , *leadership & organizational development Journal* , vol 30 ,no 1 ,pp 87-101.
- Suliman, A. M & Al-Shaikh, F. N. (2007) , "Emotional intrlligence at work links to conflict and innovative" , *employee relations* , vol 29 ,no 2 ,pp 208-220.
- Ting, C. and Chun Hua, S. (2000); Understanding the professional Career commitment of medical laboratory professionals ; *The Journal of Health Science*, Vol. 2, No. 4, pp. 369-380.