



**THE RELATIONSHIP BETWEEN EMOTIONAL INTELLIGENCE AND QUALITY
OF WORK-LIFE AMONG EMPLOYEE IN NORTH DRILLING COMPANY**

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ABSTRACT

Emotional intelligence can be known as the most important and effective variables which is relates to quality of working life, so the purpose of the present study is making an attempt to defining a relationship between a emotional intelligence and quality of working life among employee in north drilling company. The study population is consist of employee in north drilling company, so the number of their population was 2500 which was based on kokvon formula , 333 person 3 were selected as samples. Measuring research instruments were individual characteristic Questionnaire, shring emotional intelligence Questionnaire (1994) and valton's work quality Questionnaire (1973). We were use spearman correlation coefficient a 2005 to analyze the data. The results shows that there is a significant positive correlation between emotional intelligence and quality of working life with its. Components such as (Fair pay, safe and healthy work-place, provide opportuneties and security for growth, individual rights, social cohesion, social dependency in working life, Development of human capabilities).It means that with increasing the emotional intelligence, we get more quality of working life and its components too. So, with regard of study results, relevant officials should have attention to the importance of psychological issues in work-life quality and also employee's efficiency.

Keywords: Emotional Intelligence, Fair pay, safe and healthy work-place, social cohesion, social dependency in working life, Development of human capabilities.

INTRODUCTION

Prentice changes of today century, in addition of environmental factors have effects on values, believes systems and

Think of organization. Today Human resources have power to choose so because of this want to have choosing right.

Thus, the definition of working life quality is one of the most important srnanisotion Hypothesis. Working life quality Hypothesis notice for both developing organization and increasing employees efficiency (kalantari 1388).

Working life quality is include person attitude toward his job. It means that how much attention , appreciative , interesting job and opportunities were prepared from managers for employees. This can measured by attention to the absence and high motivation for employees. (laver 1983). In fact , the quality of working life is an interesting methods for making motivation and is a major help in designing and enrichment for employees work. Working life quality is a working. Schedule that will increasing the employees satisfaction. It also cause impressing employees learning in work-place. We should notice that it is a complicated issue because of difficulties in Deffrneny components which are relates to working life quality. (Shahbazi, Vaezi & Sanayipour 1388)

About work life quality factors it can pointed out to external factors (salary) , Internal factors (Reword) and orientation toward work which relates to scientist management approach , human approach and orientation approach (Louis 2001) and study results are also approved this subject (Shahbazi, Vaezi & Sanayipour 1388 ,

Kalantari 1388 , Vafaei&Kashani 1389 , Soltani&Dastani 1389 , Lao 2000 , rooz et at 2006 , laye , krovski& Four 2009), but we should notice that regardless of external factors , also various mental structures could have effects on work life quality. Emotional intelligence is an individual parameters whereas quality of working life is an organizational parameter .emotional intelligence can define as the most important and effective variables which have direct relates to quality of working life. In fact emotional intelligence is a factor for knowing Feelings and is used to make a snitable decision in life. Emotional intelligence also is an important factor for managing stress and motivation. In confront of difficult situations it also help to are id depress and impatience (Shah Talebi, 1386). Emotions are always associated with human. Human are under control of their emotions. Feeling , deciding and thinking of Human usually are under control of their emotions. However, people who are in high level from emotional intelligence can overcame successfully with harmful emotions (Berad Bari 1384). One of the most reason to attention of emotion intelligence is that it is vice from tradition definition of Anesthetic. And is a better predictor for social successful. Research in this study followed the effects of emotional intelligence and emotional intelligence with

its indexes :satisfy of life (Lioyngston&Dey 2005 ; BerilHert 2005 ; Gignak 2006 ; Ariana , Kitbonka&shab 2009), quality of life (yonsefi& safari 1388; Hoseinian , Ghasemzade&Niknam 1390), making positive relationship with others and satisfy of this relation (Lopez et al 2004). Faborika ,Hendel&Fenzel (2000) have positive correlation. According to this point that drilling operations is related to Exploration, Production and operation from oil & Gas , Injection woks created and technical services inside and outside country . which get Bold by north drilling company. This is also independence of powerful human Labor in company so defining the social relationship is an important factors for work life quality, it is directly correlate with increasing of human performance. Which cause solvency financial & social difficulties. Thus the main purpose of this study is identifying effect of emotional intelligence in quality of working-life , continues improving , Rule of Law in working organization developing of human capabilities , continues security , and social integrity among employee of north drilling company.

METHODOLOGY

The study was descriptive , correlation is a data were collected in the field. Population study are includes all employee of north drilling company that their selected population according to kookran formula

are equal to 334 (person).The Questionnaire were established among them and attest 333 Questionnaire were returned. The measurement toot of study also included personal information Questionnaire ,yashrings emotional intelligence Questionnaire (1994) and altons quality of working-life Questionnaire (1973).Personal information Questionnaire : this Questionnaire are include age , gender , Education , Service Staff.Rings emotional intelligence Questionnaire (1994): string was used to measure emotional intelligence Questionnaire the Questionnaire includes 33 Question to be closed in Fire-option.Format has been adjusted comparisons. components of emotional intelligence are also includes: consciousness, self regulation, spontaneity,emphaty and social skills . The individual's emotional intelligence scores are includes a totalscore of allthe components. This scale is normalized in iran by Mansouri (1380)

Waltons quality of working life questionnaire(1973): this questionnaire are includes 16 questions to be closed in five-option likert format that has been adjusted the comparisons. It is also identifying the quality of working-life in eight dimensions (fair pay-safety and healthy of work-place ,provide opportunities for continued growth and security , integration and social

cohesion, development of human capabilities)(walton 1973)
 Reliability coefficient known as 0/88 . this study is also selected 15 person and established the questionnaire among 15 teachers. An guideline notes are also attached to questionnaires. The kronbach alpha defined 0/90 for emotional intelligence measurement and 0/97 for quality of working-life measurement. With considering to natures of this study, we are using descriptive statistics for describe, classification and arranging of raw numbers by calculating average, standard deviation and drawing diagrams. we used it in concluding statistics for define normality of data in klomograph test .You can using SPSS software package ,21 version, for analysing data .The mean which is used for all hypthesis considered as a=%5.

RESULTS

Demographic characteristics are includes: gender (112 women,221 men),age(116

under30,185 between 30-40,82 up to 40),graduation(73 diploma,78 associate degree,162 BA and 25 M.A) , service staff(192 under 5 years ,103 between 6-10 years,101 up to 10 years). **Table 1.**

Describing the quality of working life variable and components variable of emotional intelligence among participants. We are using kelmogroph esmirnoph exam for defining normality of data and normal distribution assumption is rejected(Significantly less than05/0) (**Table 2**).

Kolmogoroph Test–Smirnoph example forvariable research

In Table 3, the correlation between the quality of working life and its components are shown with emotional intelligence. Based on the results of emotional intelligence and its components correlated positively with the quality of work life.

Table 1: Demographic characteristics

QTY	Side	Standard deviation	Min	Max	Mode	Middle	Ave	Variable
333	4	0/77	1	5	3	3	3/41	Fair pay
333	4	0/77	1	5	3	3	3/41	Safe working environment
333	4	0/81	1	5	3	3	2/96	Job security
333	4	0/81	1	5	3	3	2/96	Individual rights
333	4	0/99	1	5	2	2	2/46	Social cohesion
333	4	0/89	1	5	3	3	3/11	Work and living space
333	4	0/92	1	5	3	3	3/19	Social dependency career
333	4	1/0	1	5	4	4	3/46	Expansion of human capabilities
333	4	0/79	1	5	3	3	3/09	Quality of Work Life
333	4	0/68	1	5	3	3	3/07	Emotional Intelligence

Table 2: Quality of working life variable and components variable of emotional intelligence among participants

QTY	Significant	Test	Standard deviation	Ave	Variable
333	<0/010	0/280	0/79	3/09	Quality of Work Life

333	<0/010	0/288	0/68	3/07	Emotional Intelligence
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Table 3: The correlation between the quality of working life and the components of emotional intelligence

Emotional Intelligence				Variable
Type of relationship	significant correlation	P-value	Spearman correlation coefficient	
direct	Yes	<0/001**	0/289	Fair pay
direct	Yes	<0/001**	0/350	Safe working environment
direct	Yes	<0/001**	0/460	Job security
direct	Yes	<0/001**	0/442	Individual rights
direct	Yes	<0/001**	0/463	Social cohesion
direct	Yes	<0/001**	0/448	Work and living space
direct	Yes	<0/001**	0/550	Social dependency career
direct	Yes	<0/001**	0/330	Expansion of human capabilities
direct	Yes	<0/001**	0/594	Quality of Work Life

RESULTS

The study variables and the results showed that between emotional intelligence and the quality of working life and the eight subscales (fair pay, safe working environment, security, development, individual rights, social cohesion, working and living space, social dependency employment, the development of human capabilities), there is a positive significant relationship, it means that with increasing emotional intelligence of employees, the components of working life quality will also increase.

The results of the research which farahbakhs (2012) reported as , there is a significant positive relationship between the quality of working life and emotional intelligence and also its subscales (self-awareness, self-management, relationship management, social awareness), he is also reported that based on this the quality of working life is at a high level managers.

Thus The results of the findings by Yousefi and Safari (1388), hoseinian and colleagues(1390), Ahmad nejadet al(1391), Ventaet al.(2005), Soltanifaret al. (2007), Agnat and Klypa(2012), about the relationship between emotional intelligence and the quality of working life and the subscales are at the same level.

The results of this research show that, Emotional intelligence of employees and people in the organization with a positive attitude towards work, will causes life satisfaction and quality of work life is. What distinguishes this study was to research other researchers ,is detailed study of the relationship between emotional intelligence and components of working life quality .Fair pay is that equal pay for equal work and the proportion of paid-in with the criteria employees will done (soltani and dastani ,1389).Due to this note ,the wages and salaries shouldn't be the same to employees, so we should pay salary fairly to employee of north drilling company due to

their done work So that employees are satisfied with salary And agree their jobs as part of their own life and to be proud of it.

Indeed employees of north drilling company should interpret like that Wages and salaries and benefits commensurate with the work done and their performance, and by providing conditions for their employees, focusing emotions, stress reduction, proper decision-making in work, self-esteem and overall emotional intelligence they will bring them to the highest level .

The recent study also shows that there is a significant positive relationship between emotional intelligence and development staff in North drilling Company. It means that with increasing the emotional intelligence of employees, the security for staff development also will increase.. Tanves and Matar (2010) reported significant negative relationship between emotional intelligence and anxiety, distress and also insecurity. The constant demands of employee in one organization is security of their income and employment . Job security is one of the most important factors for the employee in North drilling Company .

The increase in staff security and job growth, will causes the increase of job satisfaction, so this also should be noticed by authorities. According to the findings, there is a significant positive relationship

between emotional intelligence staff and individual a right. Employees who have high emotional intelligence will better solve their mental conflicts about own wages and salaries. a significant positive relationship between social dependency and emotional intelligence was reported. Emotional intelligence will reinforce a sense of belonging of staff to the company and also increase the integration &social cohesion of employee. In fact, by increasing emotional intelligence of employee in North drilling Company, Social dependency of them also increased.The results also showed a significant positive correlation between emotional intelligence and work -living space, respectively That define the enforcement of existing laws for managers to prevent unfair practices in relation to the employees. Provide freedom of speech without fear is a sign of that companies rule which means that the managers and employee should obey it .

So by increasing the emotional intelligence of employees obey the laws and regulations, obey of the laws and regulations, generally rule of law, in the employee of North drilling Company will also increase.About Dependence on significant positive relationship between social work and Emotional Intelligence staff can be stated that for the employee of North drilling Company, Social involvement is staffs

perceptions from social responsibility in the organization. however the conclusion of the employee may be different completely but by raising the emotional intelligence of personnel on the compatibility of emotions can provide social responsibility. As well as we define continued growth as providing improve of human abilities and personal development opportunities(Shahbazi, vaeziand sanaeipour, 1388).development is a major wanting of every employee in an organization which is different by their own individual abilities. So with considering to the results of this study by increase emotional intelligence of employees ,personal development opportunities and overall steady growth are also increasing. Managers of north drilling company should notice that by teaching the skills of self-awareness, self-control and emotion, spontaneity they will preparing the Emotional skills to use for the purpose of social awareness, diagnosis, management and control of the emotions of others and enhance human abilities. so it will causes improvements in employees' job.In explanation of the relationship between emotional intelligence and quality of life of working in North drilling Company can says that them a job benefits are improving of the ability to regulate emotions, negative emotions and cultivating the positive emotions. So people who are skilled in the

regulation of their emotions, have a greater ability to compensate for their negative emotional states. Generally people who have high emotional intelligence, have a better ability to recognize and use their emotional to face with difficulties.

CONCLUSION

Improving the quality of working life requires a comprehensive& wide plan in order to get satisfy of staff, helping them to manage the occurred changes, retaining the staff in the organization which is designed to increase productivity. But according to the survey results, increasing the employees' emotional intelligence can also improve quality of working life in employee .Since the managers of North drilling Company and policy makers trying to achieve their corporate goals and in this way quality of working life for employee is One of the main factors which should be considered, they can use this study for improving the quality of work life for their employees with the necessary training. So that the company and job satisfaction of employees and their productivity with high performance will surely increase . However, due to limited research in this area, These result should be interpreted with caution and we also need further studies in this area need with more precise in the different organizations and companies.

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