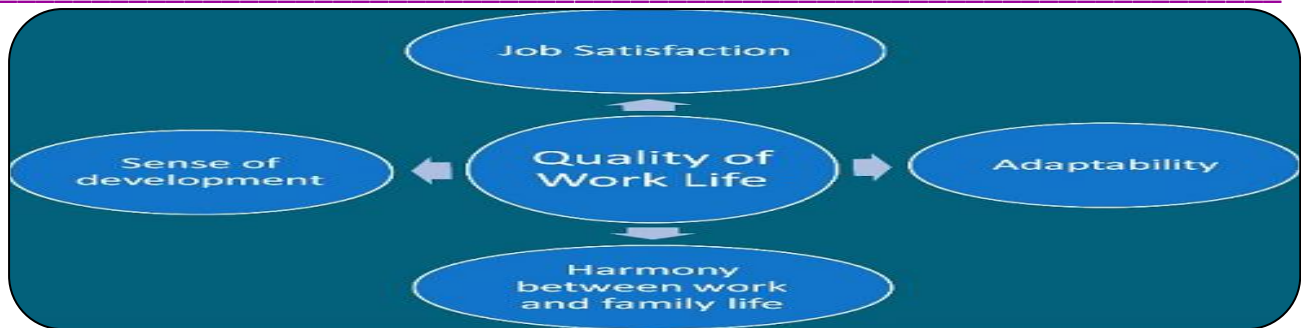




Tactful Management



A STUDY ON THE RELATIONSHIP BETWEEN EMOTIONAL INTELLIGENCE AND THE QUALITY OF WORK LIFE IN PERSONNEL OF SHAHID RAJAEI PORT COMPLEX



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Abstract:

Today, every authoritative condition is brimming with complexities and rivalries. Henceforth, associations require dynamic and adaptable human asset to react such complexities. In the present investigation, enthusiastic insight is considered as an essential, viable component in making representatives more dynamic for associations, and its job in enhancing the nature of work life among hierarchical units will be assessed. This examination is appropriate in reason and an engaging, rational review in strategy. The populace incorporates all representatives of the Shahid Rajaei Port Complex, which was resolved to be 280 people utilizing the Cochran equation. Additionally, the Kolmogorov-Smirnov test, Pearson relationship record test, and some other auxiliary estimating conditions have been utilized in this investigation. The consequences of Pearson test with 95% certainty demonstrated that the speculations were valid. Our assessments demonstrated that distinctive components of enthusiastic insight as factors of cognizance, self-administration, social mindfulness and the board of connections are emphatically, definitively identified with the nature of work life in representatives.

Keywords: passionate insight, cognizance, self-administration, social mindfulness, the board of connections, nature of work life

INTRODUCTION:

Absence of exact and enough thoughtfulness regarding the nature of work life will bring about squandering a considerable measure of cash, time and vitality in associations and nations. Amazing work life assumes an essential job in pulling in and keeping up representatives in every association (Lees and Kearns, 2005); it influences the fulfillment feeling of workers from workplaces and whatever is in there; it frames an ordeal and can change one's view about his/her activity (Konox et. al, 1997). Starting here of view, assessing the nature of work life which suggests the sentiments of individuals turns into an absolute necessity for each association, since it influences the nature of work and productivity of representatives. The nature of work life as a culture makes an abnormal state of common obligations among faculty and associations; this implies representatives end up in charge of objectives and advancement of associations, and associations wind up in charge of their needs and fulfillment. Additionally, assessing the nature of work life as a reason in associations can prompt enhanced authoritative execution by making all the more difficult, compelling and fulfilling occupations and conditions for representatives in each dimension of the association. Nature of work life as a procedure prompts satisfying objectives by including dynamic support of all faculty; also, it is a marvel that goes past associations and influences the private, public activity of every individual.

These days, passionate insight is a standout amongst the most imperative, successful ideas in nature of work life. As opposed to logical insight, analysts think about the enthusiastic knowledge as another vital distinction between various identities. This shows up as various ways of life in their lives. Their execution and productivity varies due to distinction in their passionate knowledge, and this influences both their private and work life (Abdi, 2002). The passionate insight is a non-cognitional one that incorporates attention to feelings and feeling, utilizing them appropriately, on-time basic leadership, capacity to control practices and responses, and ideal social capacities. Truth be told, the passionate insight is an arrangement of capacities which empowers individuals to direct and deal with their sentiments and feelings and this is imperative in workplaces. The survey of writing demonstrates that explores on the connection between measurements of enthusiastic insight and nature of work life are restricted to a couple of concentrates in keeping money frameworks. In this manner, this examination endeavors to fill this hole and assess the connection between measurements of passionate knowledge and nature of work life.

Definition of concepts and variables of the study

Emotional intelligence

Feelings assume imperative jobs throughout everyday life. Their immediate or roundabout nearness can be found in thinking and intellectualism. Accordingly, to disregard or disparage them, powerlessness to oversee, and bargain in communicating may cost a ton for us. Although meanings of enthusiastic knowledge may appear to be changed in appearance, every one of them underline on one premise that is attention to feelings, to oversee them, and building appropriate social connections. Consequently, the passionate insight can be characterized as an arrangement of capacities in acknowledgment, cognizance, and portrayal of one's own feelings and furthermore others', and handling them well so as to make reasonable responses.

On this premise, the idea of enthusiastic knowledge intends to perceive and process one's feelings alongside others', with the goal that he can act dependent on profound quality, open soul and otherworldliness. Thus, the enthusiastic insight incorporates the capacity to grasp feelings, and learning of feelings and sentiments, alongside the capacity to enhance the passionate, scholarly development (Shih and Susanto, 2010).

The quality of work life

The nature of work life can be tended to in two perspectives; first, it is characterized as the entire genuine, unmistakable conditions in associations, for example, advancement arrangements, free initiative, investment of representatives, collaborations, and sheltered, square with and ideal states of work; then again, it has been viewed as equivalent to the worker's view about the sentiments of security, fulfillment, and chance to develop and create as a human. The second view trusts that the nature of work life should address all issues of human life. Along these lines, the nature of work life can be seen both from physical (equipment) and mental (programming) perspectives. Subsequently, the nature of work life is a multi-dimensional idea or structure and as the survey of writing appears, it doesn't have one interesting, widespread definition (Farahbakhsh, 2012). In the present examination, the nature of work life incorporates the connection and correspondence among objectives and necessities of representatives and associations.

Developing and expressing hypotheses

The relationship between emotional intelligence and quality of work life

Emotions and feeling-the board assume fundamental jobs in enhancing the nature of work life (Farahbakhsh, 2012). Additionally, Liu (2006) trusts that in mental part of life quality, the enthusiastic insight is vital for enhancing the personal satisfaction.

Table 1 gives an outline of past investigations identified with our dialog. The outcomes demonstrate that just couple of subjects have tended to the connection between passionate insight and nature of work life. Consequently, this examination assesses and clears up the connection between passionate knowledge (with its measurements) and nature of work life in the "Tose'eye Ta'avon" [Development of Cooperation] Bank.

Table 1: Results of the Review of Literature in summary

Researchers	Title	Hypothesis	Results
Ahmadnejad, Hasani, Sepehrian Azar and Shojaei (2012)	Studying relationships between emotional intelligence and work life quality and satisfaction of teachers in an elementary school in Behdasht city, 2010-2011	Relationship between emotional intelligence and quality of work life	There is a meaningful relationship between emotional intelligence, quality of work life and satisfaction of the teachers
Ramezani and Madovani (2013)	The relationship between emotional intelligence, physical fitness and life quality in college students	Physical fitness and emotional intelligence can predict the life quality	Confirmation and emotional intelligence can predict the life quality
Kalantari, Moghani, Taghi-Beiglou and Hanari (2012)	The relationship between emotional intelligence and the quality of work life in the teachers of physics, Zanjan City	Studying the relationship between the emotional intelligence (with its dimensions) and the quality of work life	The meaningful relationship between emotional intelligence and the quality of work life was confirmed. Also, it was confirmed that all dimensions of emotional intelligence are related to the quality of work life
Ziyaeddini and Narouyi (2013)	Studying the relationship between emotional intelligence and the quality of work life in the employees and managers, Khash City	Relationship between the emotional intelligence and the quality of life	confirmed

Methodology

Research design: This study is applicable in purpose and a descriptive, coherent survey in gathering data.

4-2 Models& variables of the research

The present investigation incorporates 4 autonomous factors and a reliant one. The nature of work life is reliant, and measurements of passionate insight (cognizance, self-administration, social mindfulness and the executives of connections) are free factors in research show. The applied model of the present examination is appeared in figure 1, and the speculations of the model are given in table 2.

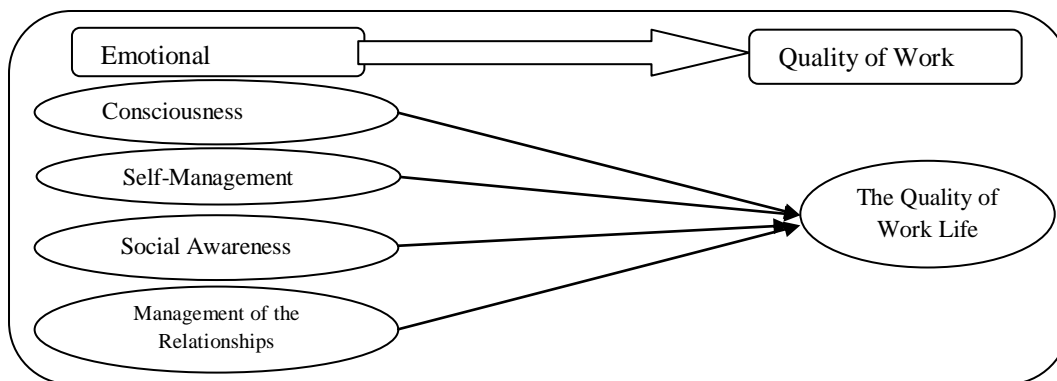


Figure 1: Conceptual model of the research

Table 2: Hypotheses of the research

Main Hypothesis	Secondary hypotheses	
Emotional Intelligence is positively related to the quality of work life	1	Consciousness is positively related to the quality of work life.
	2	Self-management is positively related to the quality of work life.
	3	Social Awareness is positively related to the quality of work life.
	4	Management of the relationships is positively related to the quality of work life.

4-3 Measurement scales

Through the present investigation, information in need was assembled from direct meetings utilizing a survey with Likert's 5-discretionary range from total consent to total contradiction. 20 questions have been solicited to quantify the dimension from enthusiastic knowledge; these inquiries were taken from Sheik-Esmaeili's examination (2011). Likewise, a basic, simple strategy was utilized to gather the information. Subsequent to social event information, last outcomes (table 3) demonstrated that the poll was appropriate and fit to the subject.

Table 3: Cronbach's Alpha Values

Variable	Number of questions	Cronbach's Alpha Value
Self-management	5	0.882
Consciousness	6	0.785
Social awareness	4	0.982
Management of relationships	5	0.892
Quality of work life	27	0.857
The whole Questionnaire	47	0.872

4-4 The population and sampling

The population of the research includes all employees working in the Shahid Rajaei Complex, Bandar Abbas that were 813 individuals in 2013; then, based on Cochran formula, 280 samples were selected.

4-5 Data Analysis

4-5-1 Demographic analysis of the samples

In light of the expressive investigation, guys frame most of the populace (75%); 42% of them have under 30 years of age, 35% are between 30-40; and 23% are over 41. Additionally results demonstrate that 53% of the members had a single man permit; 18% of cases had under 5 years record of administration; 14% between 5-10 years; 26% between 11-15, 25% between 16 to20 and 14% over 20 years.

4-6 Testing the hypotheses

Prior to testing the theories, all factors were affirmed to be ordinary and fit utilizing the Kolmogorov-Smirnov test. It's appeared in table 4..

Table 4-Summary of Kolmogorov-Smirnov test

Variables	Emotional Intelligence	Consciousness	Self-management	Management of relationships	Social awareness	Quality of work life
Asymp. Sig. (2-tailed)	0.278	0.123	0.235	0.131	0.159	0.574
Result	Normal	Normal	Normal	Normal	Normal	Normal

4-6-1 Testing secondary hypotheses

As per the consequences of the Kolmogorov-Smirnov test (table 4), Pearson connection list was utilized to test auxiliary speculations. A rundown of its resultsshow that there is an important connection between the elements of enthusiastic insight and the variable of the nature of work life (table 5).

Table 5: A summary of correlation test results

Secondary hypotheses	Pearson correlation	R ²	Sig. (2-tailed)	Results
First: consciousness → WLQ	0.198	0.04	0.003	Confirmed
Second: self-management →WLQ	0.48	0.23	0.001	Confirmed
Third: social awareness →WLQ	0.363	0.13	0.000	Confirmed
Fourth: management of relationships →WLQ	0.256	0.065	0.000	Confirmed

4-6-2 testing the main hypothesis of the research using LISREL software

Prior to testing the primary theory, wellness and rightness of models estimating enthusiastic knowledge and nature of work life must be affirmed. In this way, these models are talked about beneath.

A) Model for measuring the emotional intelligence variable: Figure 2 demonstrates the model which estimates the second grade of passionate insight in standard estimation status. In this model, A, B, C and D speak to separately Consciousness, Self-administration, Management of connections and Social mindfulness. Prior to achieving this model, two amounts from the variable "Self-administration" (Q6 and Q7) and one from the "Social Awareness" (Q18) were precluded from the main model as their qualities were underneath the normal (0.5). Presently, the yield information demonstrates that the records identified with the substandard piece of the diagram in their second grades have great qualities. A synopsis of the records

which qualify the second-grade estimating model identified with the passionate knowledge variable is given in table 6. These lists affirm the capability of the model.

Table 6: Summary of indexes qualifying the model which measures the emotional intelligence

Index	Standard amount	Given value (model)	Conclusion
K ² /Freedom degree	Less than 3	2.88	Suitable
P-Value	More than 0.05	0.000	Unsuitable
RMSEA	Less than 0.1	0.082	Suitable
NFI	More than 0.9	0.95	Suitable
CFI	More than 0.9	0.97	Suitable
IFI	More than 0.9	0.97	Suitable
RFI	More than 0.9	0.94	Suitable
GFI	More than 0.9	0.88	Unsuitable
RMR	Closer to 0, the better	0.037	Suitable

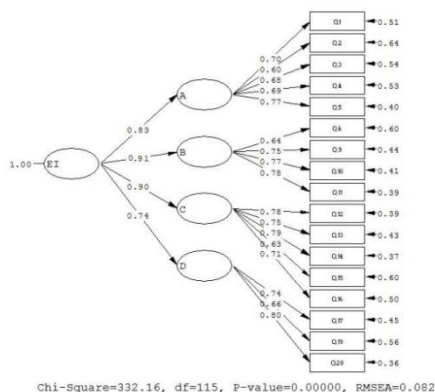


Figure 2: Second grade measurement model of emotional intelligence variable

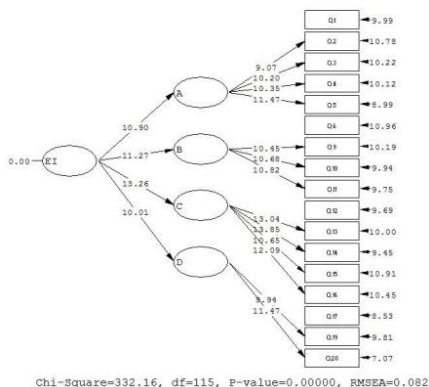
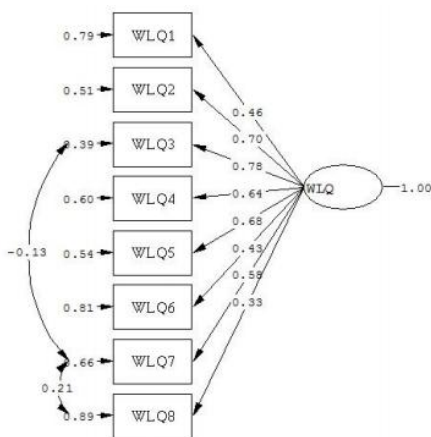


Figure 3: T-values of second-grade measurement model of emotional intelligence variable

B) Model for measuring the quality of work life variable

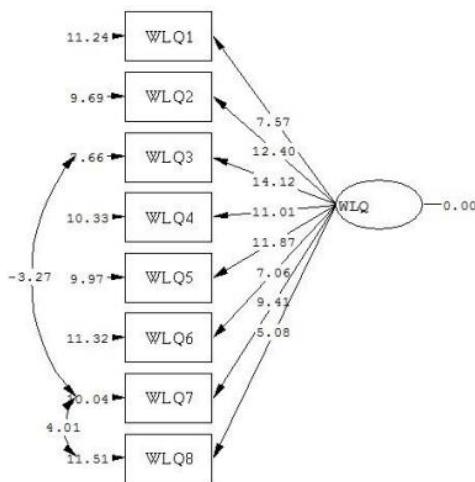
The variable of nature of work life incorporates 8 measurements that are assessed by 27 questions, and are changed into 8 factors utilizing the SPSS programming (Figure 4). In this model, WL 1 to WL 8 speak to separately "reasonable installment, law propensity, creation and support of chances for development,

growing individual aptitudes, safe and sound workplace, general environment of life, social consistency and center, and social reliance of work life". A synopsis of wellness lists are given in table 7.



Chi-Square=51.66, df=18, P-value=0.00004, RMSEA=0.082

Figure 4: Measurement model of work life quality variable



Chi-Square=51.66, df=18, P-value=0.00004, RMSEA=0.082

Figure 5: T-values related to the measurement model of work life quality variable

As it's shown in table 7, the fitness indexes had suitable values & range. Thus, the quality of work life variable was validated.

Table 7: the fitness indexes of the model measuring the quality of work life variable

Index	Standard amount	Given value (model)	Conclusion
K ² /Freedom degree	Less than 3	2.8	Suitable
P-Value	More than 0.05	0.00004	Suitable
RMSEA	Less than 0.1	0.082	Suitable
NFI	More than 0.9	0.94	Suitable
CFI	More than 0.9	0.96	Suitable
IFI	More than 0.9	0.96	Suitable
RFI	More than 0.9	0.91	Suitable
GFI	More than 0.9	0.96	Suitable
RMR	Closer to 0, the better	0.14	Suitable

C) The structural model

After the wellness of factors was affirmed, at that point the primary speculation of the exploration was put into test utilizing auxiliary conditions and appropriate investigations. In this progression, the connection between enthusiastic knowledge and the nature of work life was assessed and affirmed. The outcomes are appeared in figure 6.

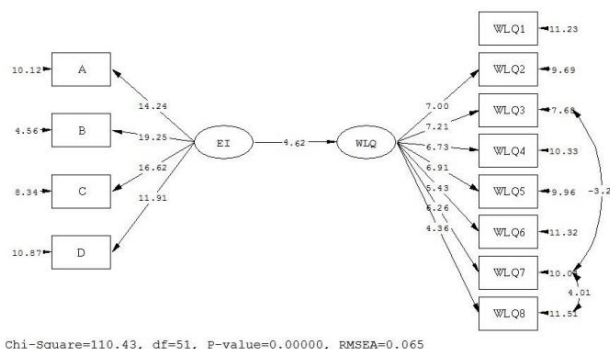


Figure 6: T-values related to the structural model of the research

Additionally, values and official weights are given in figure 7. The wellness lists were affirmed to have legitimate sums, similarly as the official weights had. An outline of wellness lists identified with the basic model is likewise given in table 8. In this manner, the wellness of the auxiliary model of the examination was approved and affirmed.

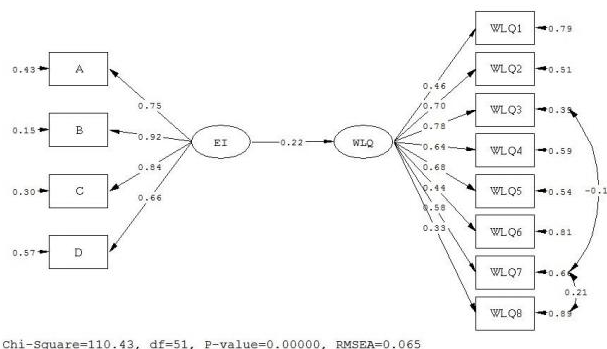


Figure 7: route values & executive weights of the structural model of research

Table 8: Indexes showing fitness of the structural model

Index	Standard amount	Given value (model)	Conclusion
K ² /Freedom degree	Less than 3	2.15	Suitable
P-Value	More than 0.05	0.000	Unsuitable
RMSEA	Less than 0.1	0.065	Suitable
NFI	More than 0.9	0.93	Suitable
CFI	More than 0.9	0.96	Suitable
IFI	More than 0.9	0.96	Suitable
RFI	More than 0.9	0.92	Suitable
GFI	More than 0.9	0.94	Suitable
RMR	Closer to 0, the better	0.11	Suitable

Results & Discussion

The motivation behind the present research was to ponder and assess the connection between the enthusiastic insight and nature of work life in representatives of Shahid Rajaei Port Complex. Thusly, enthusiastic insight has been acquainted as an instrument with deal with the nature of work life, since it's an arrangement of capacities and non-cognitional abilities which empowers people to effectively defeat the weights and adapt to various ecological conditions. This investigation had one primary and four optional theories. The outcomes are equivalent to different scientists like Ahmadnejad et al (2012), Ramezani et al (2012), Kalantari et al (2012), and Ziyaeddini et al (2013) announced: the enthusiastic insight can prompt enhancement of the nature of work life. Likewise, Kalantari et al. (2012) reported that all components of the enthusiastic insight (self-administration, cognizance, the board of connections and social mindfulness) are decidedly, genuinely identified with the personal satisfaction; this is in concurrence with the aftereffects of the present investigation. In this way, these connections and all theories were affirmed.

In this way, directors can utilize the investment of workers in basic leadership forms and make positive, valuable cooperations to develop self-assurance and self-overseeing frameworks. They likewise can enhance the nature of work life by immediate or circuitous support of mindful, inventive and on-time representatives with the goal that their inward abilities could blossom. They likewise might be given a few chances to accumulate more encounters, grow their authoritative jobs, and present their internal mentalities and abilities and adjust with various states of situations. In this manner, associations can enhance the passionate knowledge by giving an agreeable air so as to profit by every specialized ability of the representatives and grow their efficiencies alongside enhancing the nature of work life.

Likewise, directors and associations can utilize experienced clinicians who are master enough in considering practices in workplaces so as to enhance the enthusiastic insight of representatives and chiefs.

The specialist needed to confront a few limitations, for example, absence of legitimate, enough participation of the populace in conveyance and memory of the polls; a few people disregarded the analyst and the examination subject; lastly, because of being excessively occupied at work, our cases couldn't answer the inquiries with enough focus and consideration.

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