

Investigating the Emotional Intelligence and Citizenship Behaviour on Productivity with Emphasis on Spiritual Intelligence (Iranian Oil Pipeline and Telecommunication Company)

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Abstract

This study aimed to investigate the influence of emotional intelligence and organizational citizenship behaviour on labour productivity with emphasis on the mediator role of the spiritual intelligence in Iranian Oil Pipeline and Telecommunication Company. In this goal, research is conducted in the form of descriptive research and causal kind. The research is functional in terms of objective and quantitative regarding the nature of the data. To collect the related information, library- field method was applied and questionnaires were used. This study was collected by means of standardized questionnaires like Hersey Goldsmith (1980), Stevens (1996), Sin Ter (2000), Oregon and Kanowsky (1996) and Carey et al (2007). The statistical population of this research consists of all employees of Iranian Oil Pipeline and Telecommunication Company, 4,000 individuals were announced and given the number of the sample and on the basis Cochran sample size, 354 were calculated. And for distributing questionnaires, random categorical sampling method was used. For questionnaire validity, content-reliability method was deployed, and questionnaire reliability, Cronbach's alpha coefficient was used and the coefficients indicated that data collection tools had high reliability. For data analysis, descriptive statistics and inferential statistics were used and it was done using SPSS and LISREL software. Finally, based on the results of this study, all the hypotheses of the research were not approved. Finally, recommendations for future research and managers of Iranian Oil Pipeline and Telecommunication Company were given.

Keywords

Emotional Intelligence, Spiritual Intelligence, Citizenship Behaviour, Productivity

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1. Introduction

Improving resources such as labor, capital, materials, energy and information, is the main concerned of all economic organizations and their managers. Appropriate organizational structure, efficient procedures, healthy equipment and tools, balanced working environment, and the most important one that is qualified and competent human resources are the necessities of achieving optimal efficiency of household

supplies which must be considered by managers. Spirit of productivity improving should be pumped into the organization body which human resources placed in the core (Asad, 2010). Further, the current study is based on finding factors to improve employee's productivity in Iranian Oil Pipeline and Telecommunication Company. First of all a literature review is presented by following the hypothesis, next conceptual framework of research is shaped and by Structural equation modelling this framework is confirmed, after that the research hypothesis is analysed and finally an

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conclusion is presented.

2. Problem Statement

Citizenship behaviour is a valuable and useful behaviour that people expose voluntary and self-expression, and organizational citizenship behaviour is seeking to identify, managed and evaluated the behaviour of employees that cause improving organizational effectiveness. Thus this question emerge that what kinds of factors should exist for expressing employees citizenship behaviour and help organization to achieving corporate objectives with considering this factors. On the other side emotional intelligence is an ability to succeed in life. Perhaps the most controversial area that emotional intelligence entered is workplace. People in their workplace have both intellectual and emotional intelligence. So the concept of emotional intelligence is used in of human resources development area in organizations. Therefore, it is important to note that the rational intelligence is not the only instrument for comparing people; because in employer's environments, emotional capabilities, understand their own emotions and those of others and their abilities in communication, are also important factors that should be considered. Therefore, this study examine the relationship between emotional intelligence and organizational citizenship behaviour mediator to help focus on spiritual intelligence.

3. Literature Review and Research Hypotheses

3.1. Emotional Intelligence & Spiritual Intelligence

Cites Ahuja (2011) employees who can better understand themselves and others and able to better manage their feelings and respond according to the situation will undoubtedly perform better in their jobs; and according to this author, this capability of an individual can be called emotional intelligence (EI). Whereas Yadav (2011) believes EI is someone's ability to acquire and apply knowledge from his/her emotions and the emotions of others in order to be more successful and lead a more fulfilling life; meanwhile people with a higher EI are better performers than those with lower ones. There is indeed substantial evidence for the positive, life-enhancing aspects of EI, with positive associations of the same being found with happiness, life satisfaction, psychological health, and social network quality and size (Austin et al., 2005; Day et al., 2005; Furnham & Petrides, 2003). Rani in a 2012 defines an individual's EI as an indicator of how he or she perceives, understands and regulates emotions. In addition, according to Abdullah

(2012), an individual with high EI has the ability to deal with people and situations with a positive attitude towards all aspects of life and has the ability to command respect by building relationships. Based upon Varatharaj & Vasantha (2012), the relationship between personal and professional life can be achieved through EI and that it is required to maintain a balance between private and professional life. EI is essential for the accomplishment of day-to-day objectives of life, which are a challenge to everyone. According to the researchers studies the first hypothesis of these research is shaped:

Hypothesis 1: Emotional intelligence has a significantly positive effect on spiritual intelligence.

3.2. Citizenship Behaviour & Spiritual Intelligence

Intelligence, including spiritual intelligence represents a set of different skills and abilities that appear in different forms of the social and historical contexts (Nasr Isfahani and Nobakht, 2013). Organizational citizenship behaviour was eventually proposed as an alternative form of performance, differentiated from traditional performance on the basis of its relative freedom from situational and ability constraints. Essentially, the upper boundary of task performance is largely limited by a person's knowledge, skills, and ability, and the lower boundary is limited by the fear of losing one's job. This means the individual performing the job does not have a great deal of room to vary in performance based on their satisfaction with the context. In contrast, helping a coworker does not necessarily depend on expertise in helping, and because doing so is not typically tied to a person's job description that person may decide not to perform the behaviour at all. In this sense, citizenship has more freedom to vary than task performance, and should be comparatively more likely to vary with a person's cognitive or affective appraisal (i.e., job satisfaction) of the workplace (Schroeder, 2010). Moosapour et al. (2013) in their study explain the relationships between spiritual intelligence (existential intelligence, personal intelligences, transcendental awareness and conscious state expansion) and organizational citizenship behaviour (sportsmanship, courtesy, conscientiousness, civic virtues and altruism) of high school teachers in Germi City. So, the second hypothesis is shaped to assessing the citizenship behaviour and its relationship with spiritual:

Hypothesis 2: Citizenship behaviour has a significantly positive effect on spiritual intelligence.

3.3. Spiritual Intelligence & Productivity

It should be said that studies showed a positive impact of organizational effectiveness on spiritual intelligence (Nadaf et al, 2010), Naderi and Rajayi pour (2010) demonstrated

that between there is a direct and significant relationship between staff , managers and supervisors productivity and spiritual intelligence units (Naderi and Rajayi pour, 2010). Managing spirituality at work increase efficiency and cause the organization to be effective (Hossein Pour, 2011). researchers found that increased spiritual at work benefits through increasing creativity , integrity and confidence, increasing organizational commitment, improving job attitudes, job satisfaction , and job involvement ; all of these directly or indirectly improve performance, profitability and effectiveness (Hadi Tabar et al,2011). Bagheshahi (2012) examines the relationship between the components of spiritual intelligence and effectiveness of manager's gallantry. By this brief review the third hypothesis is shaped:

Hypothesis 3: Spiritual intelligence has a significantly positive effect on productivity.

3.4. Emotional Intelligence & Productivity

The literature review provides evidence that it is logical to assume that the relationship between emotional and organization productivity is highly integrated (Kit Brooks et al., 2006). Sahdatet al. (2011) examined the impact of emotional intelligence on job satisfaction and productivity, so, if the employees knowing their own emotion and manage it they work more efficiently and productively. Here is the fourth hypothesis:

Hypothesis 4: Emotional intelligence has a significantly positive effect on productivity.

3.5. Citizenship Behaviour & Productivity

Unnikammu et al. (2005) showed that objective productivity and organizational citizenship behaviour together accounted for 41 percent of the variance of their sample size while objective productivity alone accounted for 9 percent of the variance in subjective performance. Also, Steven et al (2005) found a correlation between low motivation and low productivity they revealed that low productivity when there was poor communication. Riketta (2002) defined the study concluded that there is a reliable correlation between Citizenship behaviour and performance. Management responsible for human resources downplays the importance of employee participation in the company's performance. This is indirect contrast to accepted theories, which indicate that corporate citizenship should be fostered and nourished, as companies which have committed employees perform better than those that do not (Appelbaum et al, 2003), the final hypothesis is:

H5: Citizenship behaviour has a significantly positive effect on productivity.

4. Conceptual Framework

In continue, after reviewing the research literature and composing it by theoretical concept of intelligence and citizenship behaviour and human power model, the conceptual framework of research is shaped as figure 1.

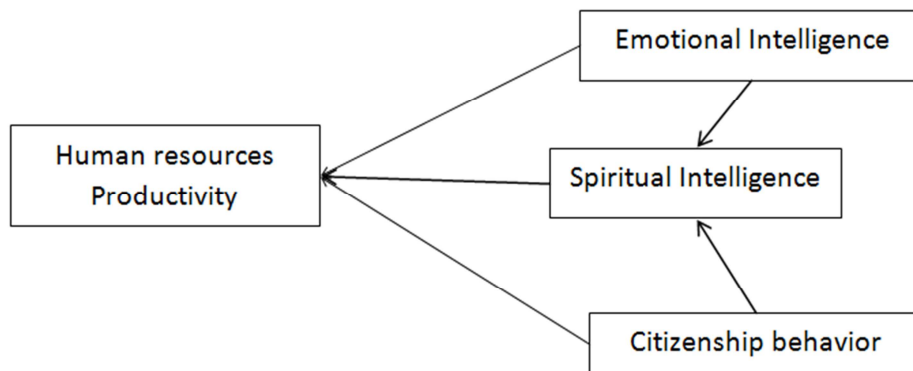


Figure 1. Conceptual Framework of research

5. Research Methodology

5.1. Type of Study

This study is descriptive-survey from method perspective and practical in purpose perspective. The purpose of this study is to investigate the influence of emotional intelligence and organizational citizenship behaviour on labour productivity with emphasis on the mediator role of the spiritual intelligence which is selected through simple

random way.

5.2. Statistical Population & Sampling Method

Statistical population consists of all employees of Iranian Oil Pipeline and Telecommunication Company that are 4,500 numbers. In this study, accessing to all employees of the studied population was not possible, so, Cochran's method was used to determine the sample size and final sample size calculated 354 with 95% confidence level.

5.3. Validity of Questionnaire

Lawshe invented a widely used method for measuring content validity. This method measures the level of agreement of a particular item between evaluators and judges on "Being good or substantial". Lawshe suggested that items or questions given to evaluators and asked them to determine that the items or questions are "Essential or beneficial" to measure this main concept or not? If more than half of the evaluators or judges stated that it is "Essential or beneficial", the validity of items is confirmed in lower amount (Mirzaei, 2009). Lawshe method was used to assess the content validity. In this study 10 persons (Professors / advisors and supervisors and other professors) assessing the validity of the research questions. By the results, the CVR was more than 51%, it that the research questions are valid.

5.4. Reliability of Questionnaire

In order to examine reliability of questionnaire, Cronbach's Alpha was used.

Table 1. Variables, number of questions and reliability

Cronbach's alpha coefficients	The number of questions	Variables
0.86	15	Emotional Intelligence
0.89	15	Organizational citizenship behaviour
0.88	15	Spiritual Intelligence
0.89	15	Labor productivity
0.90	Overall Cronbach's alpha	

As it is shown in table 1 the overall Cronbach's Alpha is calculated 0.9 for the questionnaires, this value is acceptable for verification.

5.5. Structural Equation Modeling

To investigate the hypothesis structural equation modeling software smart pls is used. Figure 2 presents the standard coefficient (R) and t in any causal relationship that observed among variables.

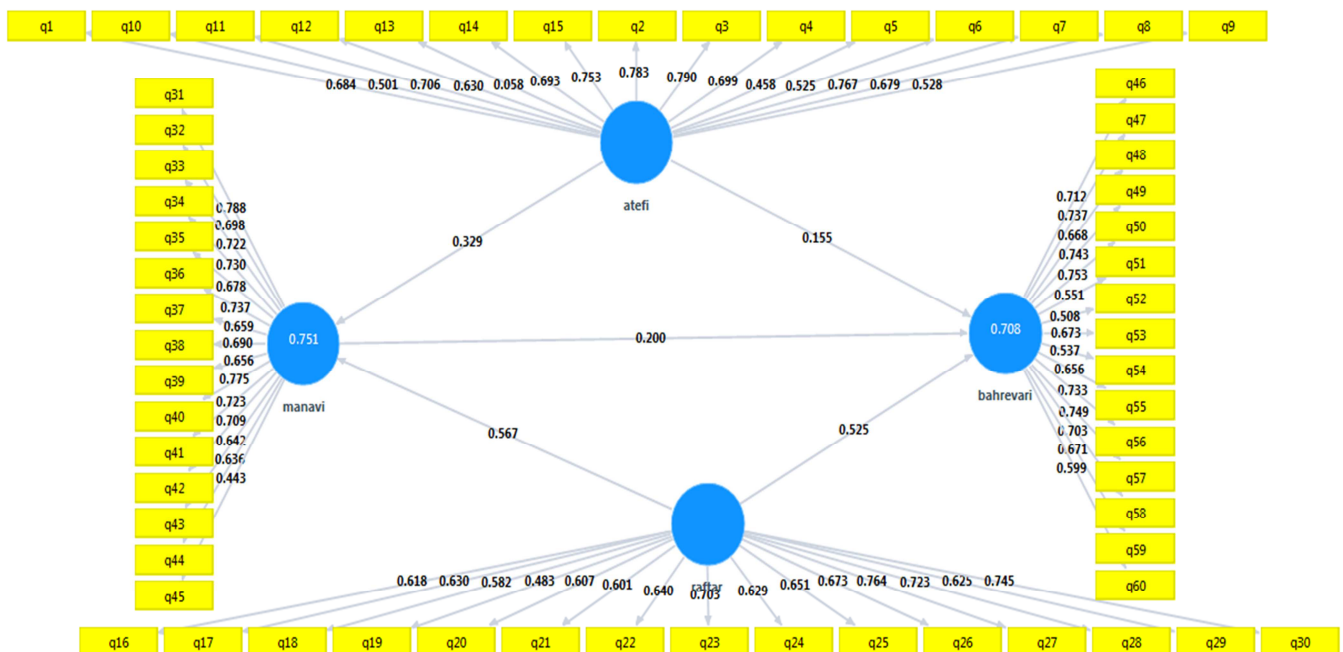


Figure 2. Structural equation modeling in standard position

Analysis of research hypotheses

First hypothesis Testing

Hypothesis 1: Emotional intelligence has a significantly positive effect on spiritual intelligence.

Table 2. Path coefficients & T-statistics (dependent variable: spiritual intelligence)

Significant number (t)	Path coefficient (β)	Predictive variable
7.145	0.329	Emotional Intelligence

The first hypothesis of this research is trying to test the emotional intelligence impact on spiritual intelligence. Considering path coefficient that is 0.329 and T value that is larger than 2.56, it can be said that emotional intelligence by 99% of confidence has a significant and positive effect on spiritual intelligence, so, first hypothesis is confirmed.

Second hypothesis Testing

Hypothesis 2: Citizenship behaviour has a significantly positive effect on spiritual intelligence.

Table 3. Path coefficients & T-statistics (dependent variable: spiritual intelligence)

Significant number (t)	Path coefficient (β)	Predictive variable
11.752	0.557	Citizenship behaviour

The second hypothesis of this research is trying to test the citizenship behaviour impact on spiritual intelligence. Considering path coefficient that is 0.557 and T value that is larger than 2.56, it can be said that citizenship behaviour by 99% of confidence has a significant and positive effect on spiritual intelligence, so, second hypothesis is confirmed.

Third hypothesis Testing

Hypothesis 3: Spiritual intelligence has a significantly positive effect on productivity.

Table 4. Path coefficients & T-statistics (dependent variable: productivity)

Significant number (t)	Path coefficient (β)	Predictive variable
3.667	0.2	Spiritual intelligence

The third hypothesis of this research is trying to test the spiritual intelligence impact on productivity. Considering path coefficient that is 0.2 and T value that is larger than 2.56, it can be said that spiritual intelligence by 99% of confidence has a significant and positive effect on productivity, so, third hypothesis is confirmed.

Fourth hypothesis Testing

Hypothesis 4: Emotional intelligence has a significantly positive effect on productivity.

Table 5. Path coefficients & T-statistics (dependent variable: productivity)

Significant number (t)	Path coefficient (β)	Predictive variable
2.730	0.155	Emotional intelligence

The fourth hypothesis of this research is trying to test the emotional intelligence impact on productivity. Considering path coefficient that is 0.155 and T value that is larger than 2.56, it can be said that emotional intelligence by 99% of confidence has a significant and positive effect on productivity, so, fourth hypothesis is confirmed.

Fifth hypothesis Testing

H5: Citizenship behaviour has a significantly positive effect on productivity

Table 6. Path coefficients & T-statistics (dependent variable: productivity)

Significant number (t)	Path coefficient (β)	Predictive variable
8.588	0.525	Citizenship behaviour

The fifth hypothesis of this research is trying to test the citizenship behaviour impact on productivity. Considering path coefficient that is 0.525 and T value that is larger than 2.56, it can be said that citizenship behaviour by 99% of confidence has a significant and positive effect on

productivity, so, fifth hypothesis is confirmed.

6. Conclusions

According to the survey results and the importance of spiritual intelligence, emotional intelligence and citizenship behaviour at work, it is suggested that authorities in foundations and organizations, consider them in effecting the employees productivity and develop courses of their spiritual intelligence, emotional intelligence and citizenship behaviour to be effective and beneficial to human relationships with the staff and the development of spirituality in the work environment caused the climate to provide a dynamic and effective organization. Also, recommended further research with a larger statistical community, organizations and centers with modern tools and techniques to perform and other factors affecting these 3 factors.

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