ORIGINAL ARTICLES

The Investigation Of The Relation Between Personnel's Emotional Intelligence And Professional Commitment (case study in National company of purging and Distribution of Oil Products in Iran (Shiraz))

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ABSTRACT

The main goal in this paper is to investigate the relation of emotional intelligence and career commitment of the personnel. The statistical society in this survey includes 300 employees of Iran (Shiraz) National Oil Products Infiltration and Distribution. Considering the sample volume by using Cockrun formula, 148 targets were selected which answered both questionaries, emotional intelligence standard by Mayer and Salvey and career commitment by and Mayer et al. in order to analyze the data, the software SPSS and also the average tests of some statistical society, Kolmogorov-Smirnoff, Spearman adhesion coefficient and Friedman test were implemented. The results obtained from analyzing the information showed that in the studied society, there is some constant positive significant relation between self-controlling, sympathy, social skills and career commitment, and regarding the previous studies theories and backgrounds, these results were expected. But, unlike what we expected the analysis illustrated that self-controlling and social skills have negative significant relation with normative career commitment. The results, also, showed that in the considered statistical society, the emotional intelligence and career commitment were in a bad situation. Between the career commitment, the emotional career components and normative career commitment were in a bad situation and the constant career commitment, conversely, had a good situation.

Key words: emotional intelligence, career commitment, constant career commitment, normative career commitment, emotional career commitment.

Introduction

In past decade, the issue presented in management literature has attracted the management researchers and scientists. The emotional intelligence is the issue in here. This issue that studies the personnel's feelings and emotions in working with others tries to explain the personnel's emotions place in their efficiency. A set of reports published from the investigation related to emotional intelligence issue, provided some promising results on personnel's emotional intelligence and their success. Some of these investigations show that the personnel with high emotional intelligent, has better functionality, organizational and career commitment, and are more satisfied of their own jobs than the others. These people have some characteristics such as self-controlling, self-training, self-managing and controlling their emotions in workplace (Doostar, 1385).

The emotional intelligence:

The emotional intelligence includes the ability to pursue and be incentive, to control the strokes, to control the emotion and to sympathy (Megarvey, 1997).

The emotional intelligent is known as the important resource of incitement, information, personal power, innovation, creativity and influence, that plays a vital role in improving the organization. Because, the emotional intelligent results in person's loyalty and organizational dependency, better compatibility with organization changes, technical improvements, human relations and making more logical decisions (Antonacopoulou & Gabriel, 2001).

According to the subjects mentioned above and regarding the emotional intelligence importance, the main goal in this research is that is there any relation between emotional intelligent components and personnel's career commitment in Iran National (Shiraz) Oil Products Infiltration and Distribution Company, or not.

The emotional intelligence:
The emotional intelligence is not a new concept, and Aristotle seems to be the first one who considered the importance of emotions in human relations. It is easy to get angry, everyone could get angry, but it is not easy to get angry on right person, at the correct time, for some sensible reason and in a correct way (Calman, 1382).

Here, the emotional intelligence means the academic studies and researches conducted on emotional intelligence and emotions, in twenty century. Based on the criterion presented with Thomas Cohen in his remarkable book, "scientific revolutions structure" about the paradigm, there could be seen some signs of maturation in emotional intelligence paradigm. The emotional intelligence has entered to psychology literature as a concept, which is rooted in Thorndike and Gardner works and is resulted from connecting intellectual and emotional minds, and the correlation between emotion and reason. The emotional intelligence is a new component in studies that many researchers are intended to use it in various fields. The emotional intelligence theory is some modern view about predicting the success factors in life, including work activities and efficient opposition against stressful factors as the mental disorders resource, because many characteristic significances such as sympathy, self-propensity, optimism, self-simulating, stress controlling, self-awareness and emotions managing, result in success in different fields of life. Emotional intelligence illustrates the social and personality emotional dimensions, which are often considered and appeared in daily activities (Saboori Moghadam, 1372).

Intelligence is one of the human's critical mechanisms that include the ability to be compatible with environment. Some part of intelligence is appeared in social and personal relations. Regarding to Thorndike, social intelligence includes ability to understand internal situations, incentives and self and others behavior and optimal functions according to the information. Gardner in his octoploid theory, considers the personal (inter and intera personal) intelligence and explains the person's ability to be aware of emotions, to distinguish between them and to use the data to give efficient answer against the environment, as one of the intelligent aspects (Plaamer & Donaldson, 2001). Obviously, since very early in the intelligence studies, cognitive aspects such as memory and problem solving have been emphasized. While, non-cognitive dimensions including emotional and functional abilities are not only acceptable but also necessary. Gradually, the insights on intelligence quotient have been replaced by studying other effective abilities in human functionality. For example, Thorndike (1920) explained the intelligent behavior including visual intelligence (fabricating skills and implementing the instruments), abstract intelligence (the ability to use the words, numbers and scientific principals) and social intelligence (recognizing the people and the ability to perform creative behaviors in human relations). Wechster, D (1943) offers that the intelligence non-cognitive aspects like emotional-sentimental, social and personal abilities to prospect self-abilities to be obtain success and compatibility in life, are important (Chiva & Alegre, 2008).

Basically, the emotional phenomenon, provide a particular resource for people about the environment and searching for them, and these data form the concepts, behaviors and feelings. It is supposed that people use various amounts of understanding, intellect and implementing these emotional data. The emotional intelligence theory provides a new insight about predicting the effective factors of success and also initial prevention from mental disorders, which is a supplementary to cognitive science and nervous science and the emotional intelligence abilities are so important for emotional self-controlling and subtle contraptions (King & Gardner, 2006).

Giving the general intelligence alone is not sufficient to reach success and the research show that in best situations the general intelligence is just 25% percent of success and the rest is depend on fortune, emotional and social intelligence (Golman, 1380).

Genetically, the emotional intelligence is not stable and is not formed just in childhood period, unlike the general intelligence which is slightly changed after adolescence. The emotional intelligence is more often learned and during the life it is formed based on the experiment. The research on determining the emotional intelligence level during the life show that the human is getting better and also is obtaining more skills to manage self-emotions (Golman, 1383).

The emotional intelligence frame, it's formal definition and the offers on how to measure it, were appeared in 1990, in two articles by Salovey, P & Mayer, J, for the first time. The initial definition was based on some two-part procedure, in which the first part includes total general data processing and the second part consists of personalizing the emotions, compatibly in order to improve the life progress. The emotional intelligence as some ability includes the capacity of understanding the instruments, recognizing, implementing and managing self and others emotions (Khaef Elahi & Doostar, 1382).

Golman explains the emotional intelligence as the ability to keep the incentives and to resist against the problems, to control the anger and to postpone the success, to adjust the mental conditions and to prevent distress from disturbing the thoughts, to have sympathy with others and to be hopeful. According to Goldman, the emotional intelligence includes recognizing and controlling self-emotions, having sympathy with others and keeping satisfactory relations. In other words, the person with high emotional intelligence combines three emotional components (cognitive, physiological and behavioral components), successfully (Golman, 1380).

Since the critical components of emotional intelligence include the ability to understand the others emotions and to adjust self and others consistency, it is expected that the people with high emotional intelligence show
better social skills and compatibility. Therefore, the social skills include the social life expeditors that help people to have efficient and reciprocal relations; moreover, the social skills are bilateral and the people with good social skills receive good behaviors and are liked with the others (Palmer & Donaldson, 2001).

Bar-on & Parker consider the emotional intelligence as a form of intelligence that is resulted from thoughts and emotions and they mean to reach the total structure of emotional, personal and social abilities that affect on ability to insist against requests and environmental stress (Chiva & Alegre, 2008).

In some research between 19 organizations in Arab states, it was illustrated that there is some negative significant relation between emotional intelligence and opposition. In this research, when the emotional intelligence was evaluated as the selected sample with supervisors, the adhesion coefficient was -0.52 and when emotional intelligence was evaluated by the personnel, the adhesion coefficient was -0.22, and it shows that the personnel and supervisors have different insights on the amount of emotional intelligence (Suliman & Shaikh, 2007; 208-220).

In some research conducted on big manufacturing organizations in England, the relation between emotional intelligence and leadership efficiency was investigated. In order to investigate the leadership efficiency, the supervisors' ideas were implemented. The selective sample included 38 supervisors and 1258 personnel. The Pierson adhesion coefficient between emotional intelligence and leadership efficiency was 39%, and it shows that there is some positive relation with 99% confidence between emotional intelligence and leadership efficiency. The emotional intelligence components in this research were: self- sentiment understanding, sentiments implementing, others feelings understanding and sentiments managing, and no significant relation was obtained between two first components with leadership efficiency and two other components (Stein & Sitarenio, 2009).

Koman & Wolff in some research between 81 teams in military organizations investigated the relation between emotional intelligence of group leaders and the amount of organizational intelligence in group level. In this research, also, the effect of group emotional intelligence on the group functionality was investigated. In fact, in this survey the group emotional intelligence is considered as interfering variable. The results of this research showed that the group emotional intelligence has completely positive relation with the leader emotional intelligence and also there is some positive relation between group emotional intelligence and functionality (Koman & Wolff, 2008).

In some study, Grant investigated the short-time and long-time training on the amount of emotional intelligence. The results in his study showed that the long-time training plan (in this study, 13 weeks) could improve the emotional intelligence, significantly (Grant, 2007).

Some research was conducted on 92 managers from general communications and 129 managers from Australia banks on the relation between emotional intelligence and financial function. The results illustrated that there is some significant positive relation between emotional intelligence and financial function of the banks (Heffernan & Droulers, M, 2008).

In some research on 8 ceramic companies in Spain, the results showed that the organizational learning capacity is as a regulator variable that could affect the relation between emotional intelligence and work satisfactory. The results illustrated that there is some positive relation between emotional intelligence and organization learning capacity. Also, the results of this research showed that there is no significant relation between emotional intelligence and work satisfactory, unless the organization learning capacity, affect the relation between these two variables, as a regulator factor (Chiva & Alegre, 2008).

In some research conducted on 156 professional personnel in New Zealand, it was illustrated that there is some positive relation between understanding the others feelings and social support (King & Gardner, 2006).

The adults showed better emotional intelligence skills than the others. Mayer, in his research, showed that the emotional intelligence improves with aging and experience from childhood to adulthood (Golman, 1383).

The research illustrate that people with lower emotional intelligence, facing with life stressful situations will have less conformity, and as a result they would get into trouble with depression, disappointment, and other negative consequences. Conversely, people with higher emotional intelligence, choose their life style in such a way that they face with less negative consequences and they also skilful in creating high quality relations. Totally, the emotional intelligence is related to the life events and helps the people to understand and predict the different daily aspects (Chiva & Alegre, 2008).

Siarochi et al pointed that the emotional intelligence regulates the relation between stress and psychological conformity. By psychological conformity, we mean the characteristics related to depression and disappointment and suicide tenets. In other research, they found that the people with skills in regulating the feelings are provided with higher social support, and this social support prevents them against depression and suicide tenets. Some people believe that today emotional intelligence plays a significant role in being succeeded in life and work. The studies show that bravery, sympathy, happiness and emotional self-awareness, as various factors of emotional intelligence, have the most effect on new success for employees, and also implementing the emotional intelligence test in selecting new employees shows that most newly employed persons would reach to significantly higher scores in bravery, sympathy, happiness and emotional self-awareness (Khaef Elahi and
Doostdar, 1382). Investigating about 200 global organizations and companies indicates that one-third of differences is related to cognitive ability and technical skills and two-third of them is related to emotional potencies (Golman, 1998).

In some research conducted on 105 personnel from health care sector in U.S., it was concluded that sentimental intelligence has a critical role in investigating the relation between organizational commitment and ability to have sentimental conformity. This research showed that the personnel with high sentimental conformity ability, with a higher sentimental intelligence, will have more commitment. It means that, if it is proved that in some organization the emotional intelligence scores are in a high level, so it could be concluded that the personnel with higher sentimental intelligence will have more organizational commitment (Humphreys, Brunsen & Davis, 2005).

In some other research conducted on 200 officers in Niger police office, it was found that work experience, self-efficiency, emotional intelligence and incentive could affect on the amount of commitment (in order to analyze data in this research, we used the regression model and the Fischer statistics 5.856 was obtained: Aremu, 2005).

In some investigation on students graduated in gob course from 3 Malaysia, Poon found that for personnel with average to high sentimental intelligence, the work commitment will affect the work direction improvement. The results, also, showed some positive relation between work satisfactory and the amount of salary (Poon, 2004).

**Career commitment:**

The term career commitment is derived from psychology and has been improved from the current term organizational commitment (Hall et al, 2005). It has the study directions same as the organizational commitment (Herr, 2005). The definitions related to career commitment differ from the amount of work the person has to do in his work place to the important role of the work in life (Somech & Bogler, 2002).

The career commitment is considered as one of the most important determinant factors for the persons' work behaviors and it is the favorite issue for many managers and people in educational places (Kannan & Pillai, 2008).

The "career commitment theory" also presents that more the person invests on some issues, more hard is the commitment. Therefore, more encouraged the person to enter the work and more activities performed to provide such encouragement, (1988). The professional people, consider themselves as someone with full-time career which they should all their best for that and they feel limitless commitment on their career, because it is valuable for them (Favela & Fuzessery, 1974).

The career commitment is described as the insight of the person on his/her career (Fjortof & W.I. Lee, 1994). The career commitment points to the dependency people have on their career. In fact, the career commitment includes believing the aims and the career values and having tendency to try considerably to reach the career and to get involved in it (Elias, 2006).

The career commitment is defined as the level of designating the functional standards to be performed (Jones, 2000). Wallas et al define the career commitment same as Allen and Mayer's for organizational commitment. They consider three normative, sentimental and continuum dimensions to the career commitment and define the career commitment as feeling personality with some career, needing to continue serving in some career and having a high sense of duty against it (Oskinly & Mueller, 2004).

In some study on accountants' career commitment, Arnya, Bullak and Arming, define the career commitment by replacing the word career for the term organizational in Porter's definition for organizational commitment.

1. Believing the aims and their values and accepting them;
2. Having tendency to do the best in performing the career;
3. Having tendency to continue and keep involvement in career.

So, the people with high commitment in their career do their best to perform their career and this would result in career success and fail internalizing as their own success or fail (Giffords, 2003).

Considering the career as some desired professional value is derived from initial activities conducted on career characteristics. Career commitment has mostly favored by Gouldner, who determined the difference between career commitment and organizational commitment for professional people in Borkeratic organizations (Tayler, 1988). And additionally, this interest toward the career commitment was formed after the researchers found that the career commitment in people has various positive effects (Hall et al, 2005).

Lee et al, address four reasons for the career commitment importance:

1. Most of the time, in the life, is spent for the career.
2. Because career commitment affects maintenance, keeping and remembering, therefore, it has considerable meanings to manage the human source.
3. Because the career skills are resulted from experience, so, functionality could be related to the career commitment.

4. Further studies on career commitment may show that how people combine different internal and external commitments (Elias, 2007).

Career commitment is related to considerable aspects including functional improvement, replacement decrease and satisfactory increase in organizational and professional levels (Elias, 2006). The research show that personnel's high level commitment results in more incentive and satisfaction and therefore decreases the possibility to leave the organization (Huang, 2006).

The career commitment, probably, affects the functionality of personnel such as their observable theories, their opinions on work output and their involvement in professional groups. The career commitment is related to positive behaviors which are useful for the organization and consequently the people with higher career commitment would less get involved in inadvisable activities for organization (Greenfield, 2008).

A dutiful person is interested in keeping the involvement or presents a considerable endeavor, not because of getting advantage but for the reason that he/ she believes it is better to behave in such a way because it's true and because he/ she is expected to do so (Raju & Shrivastava, 1994).

Goals of research

This research by considering the importance of emotional intelligence and professional commitment of the workers pursues the following goals:

1. Survey the relation between emotional intelligence and professional commitments of the workers of Iran’s national refinery and oil products Distribution Company (in Shiraz).

2. Presenting necessary solutions to improve emotional intelligence and increase professional commitment of the workers based on the findings of the research.

Method

As in this paper researcher tries to determine and survey emotional intelligence and its relation with professional commitment of the workers of Iran’s national refinery and oil products distribution company (in Shiraz), so the paper follows the method of descriptive researches of quantifiable branch. Statistical population is 300 workers of Iran’s national refinery and oil products distribution company (in Shiraz) and the research sample is 148 workers based on the following formula:

\[
 n = \frac{(300)(1/96)^2(0/5)(0/5)}{(0.5)^2(300 - 1) + (1/96)^2(0/5)(0/5)} = 148
\]

Main information of this paper has been collected through two ways;

Library method: in this method books, theses, essays, information bases and internet sources were used to collect information about the history and literature of the matter.

Free method: In this method sage counseling and interview were used to design and analyze questionnaire. The main tool of this paper is the questionnaire which is one of the common tools of research and a direct way of getting research’s data. Two kinds of questionnaire have been used to scale the variables. One of the questionnaires was Maier’s and et al which was used for scaling the workers professional commitments and the other was emotional intelligence questionnaire of Maier and Slave which was used for scaling the components of emotional intelligence and descriptive and illative statistics have been used. Colmogrof-Smirnoff tests of average of a statistical population, correlation factor of Spearman and Freedman test have been used.

Findings

In this research in order to test the research hypothesis, it must be determined whether the distribution of the collected data is normal or not. Being normal or not will be evaluated based on statistic test of Clomongr of-Smirnoff, the results of this test are in following table;

| Distribution of observations follow the normal distribution | H0:p=0 |
| Distribution of observations don’t follow the normal distribution | H1:p≠0 |

**Table 1: Clomogrof-Smirnoff**

<table>
<thead>
<tr>
<th>variable</th>
<th>Sample amount</th>
<th>امارة ازمن</th>
<th>Sig amount</th>
<th>Test result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emotional intelligence</td>
<td>148</td>
<td>0.993</td>
<td>0.278</td>
<td>Normal distribution</td>
</tr>
<tr>
<td>Professional commitment</td>
<td>148</td>
<td>0.991</td>
<td>0.280</td>
<td>Normal distribution</td>
</tr>
</tbody>
</table>

As we can see in table 1 the amount of امارة ازمن in level of 0.05 is less than the critical amount, so the zero hypothesis that means the data are normal is accepted and the corresponding hypothesis which means data are not distributed normally is rejected. Therefore as the data are normal in order to test these hypotheses Spearmen correlation test is used.
Based on the research’s goals a main and fifteen particular hypotheses have been mentioned and tested which their results come as follow:

main hypothesis
there is a positive and meaningful relation between emotional intelligence and professional commitments of the workers of Iran’s national refinery and oil products distribution company (in Shiraz).

Particular hypotheses
Based on the main hypothesis fifteen particular hypotheses as follow came to the researcher’s mind:
1. There is a positive and meaningful relation between self-control and emotional professional commitments of the workers of Iran’s national refinery and oil products distribution company (in Shiraz).
2. There is a positive and meaningful relation between self-consciousness and emotional professional commitments of the workers of Iran’s national refinery and oil products distribution company (in Shiraz).
3. There is a positive and meaningful relation between self-stimulation and emotional professional commitments of the workers of Iran’s national refinery and oil products distribution company (in Shiraz).
4. There is a positive and meaningful relation between sympathy and emotional professional commitments of the workers of Iran’s national refinery and oil products distribution company (in Shiraz).
5. There is a positive and meaningful relation between social skills and emotional professional commitments of the workers of Iran’s national refinery and oil products distribution company (in Shiraz).
6. There is a positive and meaningful relation between self-control and continuous professional commitments of the workers of Iran’s national refinery and oil products distribution company (in Shiraz).
7. There is a positive and meaningful relation between self-consciousness and continuous professional commitments of the workers of Iran’s national refinery and oil products distribution company (in Shiraz).
8. There is a positive and meaningful relation between self-stimulation and continuous professional commitments of the workers of Iran’s national refinery and oil products distribution company (in Shiraz).
9. There is a positive and meaningful relation between sympathy and continuous professional commitments of the workers of Iran’s national refinery and oil products distribution company (in Shiraz).
10. There is a positive and meaningful relation between social skills and continuous professional commitments of the workers of Iran’s national refinery and oil products distribution company (in Shiraz).
11. There is a positive and meaningful relation between self-control and regulated professional commitments of the workers of Iran’s national refinery and oil products distribution company (in Shiraz).
12. There is a positive and meaningful relation between self-consciousness and regulated professional commitments of the workers of Iran’s national refinery and oil products distribution company (in Shiraz).
13. There is a positive and meaningful relation between self-stimulation and regulated professional commitments of the workers of Iran’s national refinery and oil products distribution company (in Shiraz).
14. There is a positive and meaningful relation between sympathy and regulated professional commitments of the workers of Iran’s national refinery and oil products distribution company (in Shiraz).
15. There is a positive and meaningful relation between social skills and regulated professional commitments of the workers of Iran’s national refinery and oil products distribution company (in Shiraz).

Conceptual model of the research
In this paper Meir and Solve’s model has been used for emotional intelligence, and for professional commitment Meir’s and et al model has been used which we can see in figure number 1.

**Fig. 1:** Conceptual model of the research

<table>
<thead>
<tr>
<th>Dimensions of emotional intelligence</th>
<th>professional commitment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Self-regulation</td>
<td></td>
</tr>
<tr>
<td>self-consciousness</td>
<td>Emotional professional commitment</td>
</tr>
<tr>
<td>self-stimulation</td>
<td>continuous professional commitment</td>
</tr>
<tr>
<td>sympathy</td>
<td>regulated professional commitment</td>
</tr>
<tr>
<td>social skill</td>
<td></td>
</tr>
</tbody>
</table>

In order to survey the condition of emotional intelligence dimensions, the average test of statistical population has been used and its results are shown in the table 2.
Table 2: condition of emotional intelligence professional commitment’s variables

<table>
<thead>
<tr>
<th>variable</th>
<th>Variable’s condition</th>
<th>average</th>
</tr>
</thead>
<tbody>
<tr>
<td>emotional intelligence</td>
<td>undesirable</td>
<td>2.8659</td>
</tr>
<tr>
<td>professional commitment</td>
<td>undesirable</td>
<td>2.7569</td>
</tr>
<tr>
<td>self-control</td>
<td>undesirable</td>
<td>2.7799</td>
</tr>
<tr>
<td>self-consciousness</td>
<td>undesirable</td>
<td>2.8595</td>
</tr>
<tr>
<td>self-stimulation</td>
<td>mean</td>
<td>3.0714</td>
</tr>
<tr>
<td>sympathy</td>
<td>undesirable</td>
<td>2.8056</td>
</tr>
<tr>
<td>social skill</td>
<td>undesirable</td>
<td>2.5594</td>
</tr>
<tr>
<td>Emotional professional</td>
<td>continuous</td>
<td>2.0933</td>
</tr>
<tr>
<td>continuous professional</td>
<td>commitment</td>
<td>1.4683</td>
</tr>
<tr>
<td>regulated professional</td>
<td>commitment</td>
<td>4.0488</td>
</tr>
</tbody>
</table>

In order to test the hypotheses Spearman correlation factor has been used. In table 3 we can see correlation and meaningfulness factors between emotional intelligence’s and professional commitments’ variables.

Table 3: Correlation and meaningfulness factors between emotional intelligence’s and professional commitment’s variables.

<table>
<thead>
<tr>
<th>variables</th>
<th>Emotional professional commitment</th>
<th>continuous professional commitment</th>
<th>regulated professional commitment</th>
<th>professional commitment</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>correlation factor</td>
<td>meaningfulness factors</td>
<td>correlation factor</td>
<td>meaningfulness factors</td>
</tr>
<tr>
<td>self-control</td>
<td>0.433</td>
<td>0.060</td>
<td>0.301</td>
<td>0.009</td>
</tr>
<tr>
<td>Self-consciousness</td>
<td>0.190</td>
<td>0.105</td>
<td>0.190</td>
<td>0.105</td>
</tr>
<tr>
<td>self-stimulation</td>
<td>0.123</td>
<td>0.284</td>
<td>-0.074</td>
<td>0.518</td>
</tr>
<tr>
<td>sympathy</td>
<td>0.384</td>
<td>0.003</td>
<td>0.298</td>
<td>0.011</td>
</tr>
<tr>
<td>social skill</td>
<td>0.281</td>
<td>0.019</td>
<td>0.244</td>
<td>0.043</td>
</tr>
</tbody>
</table>

The amount of correlation factor of emotional intelligence and professional commitment was 0.344 and because their meaningfulness factor was less than 0.05 and was 0.012 we come to this conclusion that there is a positive and meaningful relation between emotional intelligence and professional commitment, therefore the main hypothesis is accepted.

By considering table 3 we come to the following conclusions about particular hypotheses:
1. There is no relation between self-consciousness and emotional professional commitment, continuous professional commitment and regulated professional commitment. As the meaningfulness factor is more than 0.05, therefore hypotheses 2, 7 and 12 are rejected.
2. As the meaningfulness factor is less than 0.05 and correlation is positive, there is a positive relation between self-control and emotional professional commitment. Therefore hypothesis 1 is accepted.
3. As the meaningfulness factor is more than 0.05, there is no relation between self-control and regulated professional commitment. Therefore the hypothesis 11 is accepted.
4. As the meaningfulness factor is less than 0.05 and correlation factor is negative, there is a negative relation between self-control and continuous professional commitment. Therefore hypothesis 6 is accepted.
5. As the meaningfulness factor is less than 0.05, there is a negative relation between self-stimulation and regulated professional commitment and continuous professional commitment. Therefore hypotheses 3, 8 and 13 are rejected.
6. As the meaningfulness factor between sympathy and emotional professional commitment and continuous professional commitment is less than 0.05 and their correlation factors are positive. Therefore hypotheses 10 and 15 are accepted. However as the meaningfulness factor between sympathy and regulated professional commitment is more than 0.05, hypothesis 14 is rejected.
7. As the meaningfulness factor between social skill and emotional professional commitment and continuous professional commitment is less than 0.05. Therefore hypotheses 5, 10 and 15 are accepted. However as the correlation factor between social skill and emotional professional commitment is positive, there is a positive relation between social skill and emotional professional commitment, but their correlation factors are negative, so there is a negative relation between social skill and regulated professional commitment.

Freedman test has been used to rank emotional intelligence’s and professional commitment’s variables. These variables are shown based on their importance in table 4.

Table 4: ranking of the intelligence’s and professional commitment’s variable.

<table>
<thead>
<tr>
<th>Rank</th>
<th>emotional intelligence’s variable</th>
<th>Average of score</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>stimulation</td>
<td>5.77</td>
</tr>
<tr>
<td>2</td>
<td>Self-consciousness</td>
<td>4.088</td>
</tr>
<tr>
<td>3</td>
<td>self-control</td>
<td>4.42</td>
</tr>
<tr>
<td>4</td>
<td>sympathy</td>
<td>4.63</td>
</tr>
</tbody>
</table>
### Conclusion:

In nowadays world economic power and comfort of a country are functions of expert, commitment and capable human force. As a result of growing and developing organizations, one of the problems that they are faced is the reduction of professional commitments of their workers which has resulted in absence and delay of their workers, clash and contrast in work environments, growing lack of realism and reduction of energy for doing profitable activities. Different approaches have been offered to increase professional commitment in different sources; one of these approaches has prescribed the use of emotional intelligence’s variables. Emotional intelligence is a matter which tries to explain and interpret the place of emotions and feelings in man’s capabilities. Workers who have emotional intelligence are effective workers and eagerly accept organization goals and with high level of satisfaction try to gain the goals and they have the highest level of commitment and their approaches to control are a kind of self-control based on self-consciousness.

Emotional intelligence studies the role of individual emotions and feelings in their personal and social life, their works with others and it is an effort to explain and emplace individual emotions and feelings in their effectiveness. A set of researches and reports published by survey relevant to the matter of emotional or thrilling intelligence, have presented a hopeful conclusion about the relation between individual’s emotional intelligences and their successes. Some of these researches claim that those workers who have a better function, work commitment and high level of job satisfaction, they have some features like; self-control, self-regulation, self-management and also are able to control their emotions, feelings and thrills in job environment (Xaefellahi and Dostar, 2006).

In this paper by considering the importance of emotional intelligence, the relation between emotional intelligence and professional commitments of workers of Iran’s national refinery and oil products Distribution Company (in Shiraz) has been surveyed. Its findings show that in this statistical population there is a positive and meaningful relation between self-control, sympathy, social skill and emotional and continuous professional commitment. Based on relevant precedent theories and literature of the matter these findings were expected, however something that was unexpected was that; there was a negative meaningful relation between self-control, social skill and regulated professional commitment. These findings also showed that in the statistical population emotional intelligence and professional commitment had undesirable conditions. All components of emotional intelligence except for self-control which had a mean condition had undesirable conditions. But continuous professional commitment had a desirable condition. Based on the paper’s goal and findings and the researcher’s observations during the research, some advices and offers come as follow that will result in increasing the emotional intelligences of the workers and as its consequence increasing their professional commitment:

1. To increase sympathy workers must be sensitive to their own emotional signs and improve their effective eavesdrops.
2. By holding some training sessions we must inform the managers of the importance of nonmaterial requirements of the workers and also train them so that by relying on their cognition, knowledge and acquired skills will be capable to feel sympathy with the workers.
3. Social skills must be increased so that organizational structures will be more flexible and a premise will be prepared for increasing the horizontal relations and team work.
4. Managers and workers must try to use win-win strategy in their negotiations so that a desirable atmosphere will be made for negotiations in the organizations.
5. The organization must consider the workers emotional capabilities in choosing them and giving them promotions because based on this paper’s findings worker’s high level of emotional intelligence results in increasing their professional commitment and affecting the better function of the organization.
6. By considering this fact that the relation between emotional intelligence and job success and worker’s professional commitment has been proved, the researcher’s offer for human sources’ managers and the organization industrial psychologists is to design some tests and mechanisms to evaluate applicants emotional intelligences before their entrance to the organization.

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