Evaluation of the Impact of Emotional Intelligence on the Happiness of Human Capital Case Study: Qazvin Branch, Islamic Azad University, and Tehran Science and Research Branch, Islamic Azad University

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ABSTRACT
This study aims to investigate the effect of emotional intelligence on the components of happiness among the students of Islamic Azad University, Science and Research branch and Qazvin Islamic Azad University. The research is applied in purpose and descriptive implementation. It is a descriptive-measurable research. The sample volume was determined through Morgan’s table; and they were selected via stratified random sampling which was appropriate for the sample volume (347 people). In this research, the students of Science and Research branch, Islamic Azad University and Qazvin Islamic Azad University participated in the study based on 60-item questionnaire, containing five different sets of items related to self-awareness, self-control, social awareness, social skills and self-motivation in related to happiness. At first, the research is explained totally. Then, the literature, research method and information analysis are dealt with. This research indicates direct statistical relationship between emotional intelligence and identification, emotional intelligence and health, emotional intelligence and safety and emotional intelligence and perceived value. But, in the fourth hypothesis, this relationship was not observed with money’s dimension. The results of regression analysis proved the fact that emotional intelligence effects on the components of happiness in whole. Finally, the research indicates direct statistical relationship between emotional intelligence and happiness between the students of Science and Research Branch, Islamic Azad University & Qazvin Islamic Azad University, and in the end, some suggestions in case of the results of the study have been proposed for future researches.

INTRODUCTION

New studies in corporations that have adopted emotional intelligence training have shown that “EQ” can be learned and it is effective. “EQ” is twice as important as IQ and technical expertise combined, and is four times as important in terms of overall success.

In the workplace, success seems to hinge on our intelligence, logical capabilities, and job-related skills, rather than on anything we do with our emotions.

New research in the 90s confirmed that there is an emotional brain: a place called the limbic system where our emotions originate. It is separated from the rational brain (the neo-cortex) but the two are connected and develop together. This means that our power to reason and our feelings are intended to be used together. Because of the brain’s design, all information goes into our emotional center first and then to our thinking center. Emotions come before thought and behavior. What scientists discovered is that we need our emotions; our feelings fire up the motor in us that drives energy and creativity. If we block or ignore emotions in the workplace, we stifle motivation.

As a result of these findings, it’s become important to understand what we’re feeling, what others are feeling, how to manage our own feelings and how to manage relationships with others. This is the core of
Emotional intelligence: a term used to describe the complex ability to regulate our impulses, empathize with others and be resilient in the face of difficulties. Therefore, emotional intelligence is a product of the amount of communication between the rational and emotional centers of the brain [11].

Emotional intelligence, or “EI,” is the ability to recognize your own feelings and those of others, and the ability to motivate yourself and others, as well as to manage your own emotions and those of others. Essentially, there are four competencies:
1. Understanding yourself, or self-awareness
2. Managing yourself, or self-management
3. Understanding others, or social awareness
4. Managing others, or social skills

Perhaps it would be better to simplify the concept. Emotional intelligence increases when people commit themselves to building practical competencies in the context of everyday situations. Nothing can be more powerful than developing empathy skills during everyday interactions on the job.

What does this have to do with running a business, managing a company and dealing with bottom-line performance issues? Obviously, if managers were to take the time to listen with empathy at everything that was said, nothing would get done. One cannot fall prey to being swept up into every person’s story. Managers and leaders must keep the focus and guide people to goal completion [13].

On the other hand, in essence over time the accumulation of specific human capital introduces a sort of friction which induces workers to, quite rationally, “carry” a low match quality with their incumbent firm [1]. The idea of using job satisfaction to proxy match quality has recently been discussed in the literature on job matching by Ferreira and Taylor [7] and additionally there is a much older literature which argues that, because job satisfaction reduces individuals’ disutility of effort, it increases workers’ productivity [9].

Over time the concept of human capital has been extended to include new qualitative characteristics of the labor force: beside the accumulated knowledge and skills, level of education, etc., such a new elements of human capital as health status, value system, etc. become integral part of the study of labor force [5]. Among the vast range of literature that creates a bridge between human capital and the labor supply in this broader sense we can indicate the study by Blinder and Weiss [2] and the projects within the Center for Effective Organizations at the University of Southern Carolina’s research program on strategic talent management and human capital, combining “organizational, managerial, and economic perspectives to bridge the strategic, business, and organizational aspects of human resource management” [5].

It’s a deceptively simple notion that in order to have happy, satisfied and loyal customers, you must have happy, satisfied and loyal employees. Happiness is a tricky concept in and of itself. A leader who aims to nurture employee happiness must develop operating systems and a culture that reinforce the role of the individual within the context of the community. If each individual employee is unaware of what community they are a part, and how that community measures their value as a member, the firm will be incapable of being a positive force in helping the individual be happy as a member of the firm.

This research however, focuses on the relationship between EQ and human capital satisfaction and vitality. In this research, dimensions of Emotional quotient are as follows: self-awareness, self-control, social awareness, social skills and self-motivation. And dimensions of Happiness are as follows: identification, health, safety, money and perceived value.

**Emotional intelligence (Emotional Quotient) in the Workplace:**

Advanced emotional intelligence can be beneficial in many areas of life. However, the application of its usefulness has been most frequently documented in the professional workplace. Cherniss [4] outlines four main reasons why the workplace would be a logical setting for evaluating and improving emotional intelligence competencies:
1. Emotional intelligence competencies are critical for success in most jobs.
2. Many adults enter the workforce without the competencies necessary to succeed or excel at their job.
3. Employers already have the established means and motivation for providing emotional intelligence training.
4. Most adults spend the majority of their waking hours at work.

Considerable research in the emotional intelligence field has focused on leadership, a fundamental workplace quality. Even before research in the area of E.I. had begun, the Ohio State Leadership Studies reported that leaders who were able to establish mutual trust, respect, and certain warmth and rapport with members of their group were more effective [8]. This result is not surprising given that many researchers have argued that effective leadership fundamentally depends upon the leader’s ability to solve the complex social problems which can arise in organizations [12].

The cost-effectiveness of emotional intelligence in the workplace has been an area of interest. Several studies have reported the economic value of hiring staff based on emotional intelligence. In a report to Congress, the Government Accounting Office outlined the amount saved when the United States Air Force used Bar On’s Emotional Quotient Inventory (EQ-I) to select program recruiters. By selecting those individuals who scored
highest in emotional intelligence as recruiters, they increased their ability to select successful recruiters by threefold and saved $3 million annually. A similar study by Boyatzis [3] found that when partners in a multinational consulting firm were assessed on E.I. competencies, partners who scored above the median on nine or more competencies delivered $1.2 million more profit than did other partners [14].

Research theoretical framework:
Figure 1 shows the relationship between emotional intelligence and social interaction.

![Diagram](image)

**Fig. 1:** Emotional intelligence and social interaction

Research Hypotheses:

**Main hypothesis:**
There is a significant relationship between emotional intelligence and happiness among students at Islamic Azad University, Science and Research Branch of Tehran and Qazvin Azad University.

**Side hypotheses:**
1. There is a significant relationship between emotional intelligence and identity, among students at Islamic Azad University, Science and Research Branch of Tehran and Qazvin Azad University.
2. There is a significant relationship between emotional intelligence and health among students at Islamic Azad University, Science and Research Branch of Tehran and Qazvin Azad University.
3. There is a significant relationship between emotional intelligence and safety among students at Islamic Azad University, Science and Research Branch of Tehran and Qazvin Azad University.
4. There is a significant relationship between emotional intelligence and wealth among students at Islamic Azad University, Science and Research Branch of Tehran and Qazvin Azad University.
5. There is a significant relationship between emotional intelligence and social value among students at Islamic Azad University, Science and Research Branch of Tehran and Qazvin Azad University.

Research conceptual model:
Figure 2 indicates the research conceptual model by the researchers.

![Diagram](image)

**Fig. 2:** Research conceptual model.

Research method:
The research is applied in purpose and descriptive in implementation. It is a descriptive-measurable research. In this study library method was used for data collection and questionnaires were used to do the survey. Based on the research plan and measurement indicators criteria, a questionnaire with 60 questions was designed. Cronbach’s alpha coefficient was used to assess the reliability of the questionnaire which assessed 0.92 and as the amount was over 0.7, the questionnaire was considered valid. The population normality was assessed by Kolmogorov - Smirnov test and Pearson correlation test and linear regression model was used to test research
hypotheses. For the validity test of the independent and dependent variables and their indicators, construct validity was used and by performing confirmatory factor analysis, among 60 indicators examined, 11 were removed from the index due to low loadings. As a result, the remaining 49 indicators were used to test hypotheses.

**Research population and sample:**
Population of this research included Qazvin Islamic Azad University and Tehran Science and Research Branch of Islamic Azad University in a number of 3629 people. Using Cochran formula, 347 people were selected and questionnaires were randomly distributed to students.

**Research hypotheses test:**
1. 1st hypothesis test:
According to the table 1, there is a significant relationship between emotional intelligence and identity, among students at Islamic Azad University, Science and Research Branch of Tehran and Qazvin Azad University.

| Fixed amount | Sig. | F | 0.000 | 496.661 | 4.857 | 0.735 |
| Fixed amount | Sig. | F | 0.000 | 22.826 | 0.826 |

Based on the table 1, the following regression equation is suggested:
Identity = 0.735 + (0.826) × emotional intelligence

2. 2nd hypothesis test:
According to the table 2, there is a significant relationship between emotional intelligence and health among students at Islamic Azad University, Science and Research Branch of Tehran and Qazvin Azad University.

| Fixed amount | Sig. | F | 0.000 | 577.806 | -1.816 | -0.336 |
| Fixed amount | Sig. | F | 0.000 | 24.038 | 1.089 |

Based on the table 1, the following regression equation is suggested:
Health = -0.336 + (1.089) × emotional intelligence

3. 3rd hypothesis test:
According to the table 3, there is a significant relationship between emotional intelligence and safety among students at Islamic Azad University, Science and Research Branch of Tehran and Qazvin Azad University.

| Fixed amount | Sig. | F | 0.000 | 757.936 | -4.750 | -0.858 |
| Fixed amount | Sig. | F | 0.000 | 27.531 | 1.218 |

Based on the table 1, the following regression equation is suggested:
Safety = -0.858 + (1.218) × emotional intelligence

4. 4th hypothesis test:
According to table 4, there is not a significant relationship between emotional intelligence and wealth among students at Islamic Azad University, Science and Research Branch of Tehran and Qazvin Azad University.

| Fixed amount | Sig. | F | 0.417 | 0.667 | 2.317 |
| Fixed amount | Sig. | F | 0.000 | 4.17 | 0.097 |

Based on the table 1, the following regression equation is suggested:
Wealth = 0.008 + 0.090 × emotional intelligence

5. 5th hypothesis test:
According to table 5, there is a significant relationship between emotional intelligence and social value among students at Islamic Azad University, Science and Research Branch of Tehran and Qazvin Azad University.
Table 5: Regression model of emotional intelligence and social value.

<table>
<thead>
<tr>
<th></th>
<th>Sig.</th>
<th>F</th>
<th>Sig.</th>
<th>t</th>
<th>B</th>
<th>R²</th>
<th>R</th>
</tr>
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<tbody>
<tr>
<td>Fixed amount</td>
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<td>605.271</td>
<td>0.017</td>
<td>2.399</td>
<td>0.365</td>
<td>0.638</td>
<td>0.799</td>
</tr>
<tr>
<td>Emotional intelligence</td>
<td>0.000</td>
<td>24.602</td>
<td>0.916</td>
<td>0.638</td>
<td>0.799</td>
<td></td>
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</tr>
</tbody>
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Based on Table 5, the following regression equation is suggested:

Social value = 0.365 + (0.916) * emotional intelligence

Research findings:

Figure 3 shows the research findings fitted model along with the variable load.

Fig. 3: Research findings fitted model along with the variable load.

REFERENCES

