- -( ) -

(

The Relationship of Emotional Intelligence of Managers and Organization

Climate with Organizational learning

(Case Study: National Iranian Oil Company)

A.Moshabaki\* and V.Kh.Shojaei\*\*

\*Management Department, Tarbiat Modares University

\*\*Ph.D. Candidate, Tarbiat Modares University

## **Abstract**

The pupose implementation of the present study is investigating the Relationship between Emotional Intelligence (EI) of Managers and Organization Climate with Organizational learning culture of which NIOC <sup>1</sup> has been chosen as case study. In this article, 30 managers of NIOC and suborganizations have been chosen by clusterly method base that using interview and questionnaire for gatering information. In this article subjects are splited for two classify. Fistyly, deal with emotional intelligence and organization climate that preliminary criteria utilized by leaman model. It goes without saying that for measuring organization climate criteria, leaman approach has been used then impact of organization climate criteria has been investigate on Organizational Learning Culture. In the mentime, a questionnaire has been design base on Marquardt model. On the base on literature review and results of analytical gatering information by field studies, 4 assumptions have been confirmed. The results of studies clarify that there was a significant positive correlation between high of emotional intelligence of Managers with organization climate. Meanwhile, pierson correlation coefficient between criteria and the results showes that has most effective impact on credibility criteria. In the last, the results of emotional intelligence of Managers impacts and rating of this impact on Organizational Learning Culture have been presented by friedmann test.

**Keywords:** Emotional Intelligence (EI), Organizational Climate, Organizational Learning Culture (O.L.C.), Learning Organization (L.O.), 360 degree feedback method.

-

<sup>1 .</sup> National Iranian Oil Company

.(

)

 $(IQ^1)$ .( .(

1. Intelligence Quotient

	.(	)				
( )						
				:		
		(	)	( )	( )	( )
					( )	( )
				( )	( )	( )
					:	
					) "	
					,	(
	)			) "		п •
		(			(	) (
				(	) "	" •
	п	п				
5. Ciarrochi		<del></del>		1. Goleman		-

Gardbner and Stough
 Bagshow
 Ormeand and Ashton

6. Forgas
7. Mayer
8. David Goleman

```
)
                                                           )
                                                                   .(
):
                        :(
                       )
                                       .(
```

<sup>3.</sup> Emotional perception and expression

<sup>4.</sup> Emotional Facilitation of Thought5. Emotional understanding

<sup>6.</sup> Emoitonal Management

<sup>1.</sup>Bar-On

<sup>2.</sup> David Caruso

: ( )

<sup>3.</sup> Self management

<sup>4.</sup> Social awareness

<sup>5.</sup> Relationship management

<sup>6.</sup>Greaves7. Brad berry

Hay Group
 Self awareness

				فرد چه کاری را انجام می دهد	C. 1. (a. c			
					د چه عاملی را می بیند خود آگاهی	۱ ا		
				خود مدیریتی	خود اکاهی	در مورد خود		
				مديريت روابط	آگاهی اجتماعی	در مورد		
						دیگران		
				www.talents	منبع: <u>mart.com</u>			
					سبح. <del>۱۱۱۱۱ موش د</del> شکل شماره ۱: ابعاد هوش د			
.(	:	)						
							.(	)
		١.						
		):						,
				:(		(	)	
							•	
				:	(		)	
•								•
			•				•	

1. Fleming

```
.( :
                                                          )
   )
                                                                                 (:
                                     .(
                                                                        ) "
                                  %q..
                                  1/2 . .
                                  %r..
             1994
  144. 1447
                   1998
                         1994
):
                     :
                                                                   .(
(

    Forehand
    Gilmer
    Powell

                       )
                                                  4. Butterfild
                                                  5. Baker
                                                  6. Litwin
                                                  7. Stringer
8. Likert
9. Ayers
```

<sup>5.</sup> Rewards6. Clarity7. Team commitment

<sup>1.</sup> conformity

Flexibility
 Responsibility
 Standards

۶.

«اعتماد به افرادی که برای آنها کار میکنید» «لذت بردن از افرادی که با آنها کار میکنید» دیگر کارکنا ن شغل

Credibility
 Communication

) : (

1. Honesty

<sup>8.</sup> Impartiality9. Justice10. Pride

<sup>11.</sup> Personal job
12. Team accomplishments
13. Corporate image

Respect
 Support
 Collaboration

<sup>5.</sup> Caring6. Fairness

<sup>7.</sup> Equity

<sup>1.</sup>Camaraderie
2. Intimacy
3. Hospitality
4. Community

```
.(
                  )
                                  .( :
         )
              .(
)
      (
```

2. Watts3. Henderson4. Gardner

5. Avolio

6. Luthans

7. May 8. Walumbwa

9. Manning 10. Davidson 11. Hurley

).

.(

1. Manya Arond

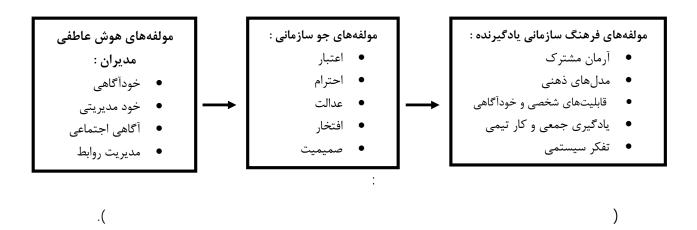
( ) )

(Yeung et al, ". 1. Marqurdt

1999:128)

.(

1. Marqurdt :



<sup>4.</sup> reliability5. 360 version feedback

<sup>1.</sup> Pilot Study 2. Great place to work (gpw.org) 3. validity

"haygroup"

.(P< / )

/

1. Analysis variance test

				:			
	/	*					
	1						
			(P< / )				*
					•		
	1	1	1	1		1	
					1		/
.(P<	/ )						
				1			/ F
							/ I
	( )					:	
	*	*	*		*		
-	*	*	*		/ *		
	*	*	*		/ *		
	*	*	*		*		
	*	*	*		/ *		
		. (F	P< / )				*

:

/	/	1	1	1	
/	1	1	/	1	
/	/	/	1	1	

". / /

Z

.

•

:

(/) (/) . (/) (/)

. (P< / )

.(

. ( ) .

9. Agashae Zoe and John Bratton (2001) "Leader-follower Dynamics: Developing Earning Environment", Journal of work place learning Vol 13 No. 3 pp: 89\_102.

- 10. Avolio B. J. et.al. (2003), "Assessing shared leadership: Development of a team" multifactor leadership questionnaire In: C.L. Pearce and J.A. Conger Editors, leadership; reframing the hows and whys of leadership pp143\_172 Sage, Thousand Oaks, C.A. 11. Ayers, D.F.(2005) "Organizational
- climate in its semiotic aspect": a postmodern community undergoes college renewal ,Community College Review.
- Bagshow (2000)"Emotional M. Intelligence-training people to be affective so they can be effective". Industrial and Commercial Training. Vol. 32 No. 2 PP: 61-65.
- 13. Baron, R (1997) "The emotional quotient inventory (EQ-i): Technical manual", Toronto, Canada: Multi-Health Systems Inc.
- 14. Cherniss, Carry, Ph.D., "The Business Case for **Emotional** Intelligence", Rutgers University, 2002. Available :www.einconsortium.org.
- 15. Ciarrochi, Joseph.Forgas, Joseph. Mayer, John," Emotional Intelligence Everyday's Life", 2001, Philadelphia, PA: Psychology press.
- Dearborn, K. (2002) Studies in EI 16. redefine our approach to leadership development,

(/)

- The Leadership Quarterly Vol.13 Issue 3:193\_215.
- 28. Manning, M. L., Davidson, M. And Manning R.L.(2005). Measuring tourism and hospitality employee workplace perceptions, International Journal of Hospitality Management, Volume 24, Issue 1:75-90.
- 29. Manya Arond, Thomas,"Understanding EI can Help Alter Problem Behavior", Sept Oct 2004, Physician Executive ,www.findarticle. com/p/ article/mi mo843.
- 30. Marquardt, M.(1996) "Building the learning organization: A system approach to quantum improvement and global success "New York, Mc Graw-Hill.
- 31. Mayer, J. D.Salovey, P. Caruso, D. R. (1999). "Emotional intelligence meets traditional standards for an intelligence", Journal of Intelligence, 27. pp: 267-269.
- 32. Orme, G. and Ashton, C. (2003). "Ethics a foundation competency. Industrial and Commercial Training". Vol.35, No.5, PP: 184-190.
- 33. Ortenblad Anders (2004) "The learning organization towards an integrate model", the learning organization Vol.1 No.2, pp: 129\_144.
- 34. Rhoades, L., Eisenberger, R. and S. Armeli. (2001) Affective commitment to the organization: The contribution of perceived organizational support, Journal of Applied Psychology 86:825-836.
- 35. Sivanathan, N. and Fekken, G. C. (2002)"Emotional Intelligence, moral reasoning and transformational leadership". Leadership and Organizational Development Journal Vol.23No.4.PP:198-204.
- 36. Watts, S. and H, J.C. (2006) Inovative IT climates: CIO perspective, The Journal of Strategic Information Systems, Volume 15, Issue 2: 125-151.

- Public Personnel Management Available at: www.findarticles.com.
- 17. Fleming, M. (2002) "What is safty culture? Rail way safety ever green House, Available at: <a href="https://www.google.com/rwf">www.google.com/rwf</a>\.
- 18. Gardner, W.L.et.al (2005) Can you see the real me? A self-based model of authentic leader and follower development, The leadership Quartly, Voleme 16,Issue 3:343-372.
- 19. Gardbner, W.L. and Stough C.(2002) "Examining the relationship between leadeship and emotional intelligence in senior level managers" ,Leadership and Organizational Development Journal Vol.23 No.2 PP:68-78.
- 20. George, J. (2000). "Emotions and Leadership: The rolr of emotional intelligence", Human Relations, Vol.53 No.8 PP: 75-81.
- 21. Goleman D. (2000) "Leadership that gets results", Harward Business Review.
- 22. Goleman D. Booyatzis R. & McKee A. (2001) "Primal leadership: the hidden driver of great performance", Harward Business Review .pp 43\_53.
- 23. Greaves, Dr. Jane, Dr. Brad Berry," Team Emotional Intelligence", 2003 Available at: <a href="https://www.talentsmart.com">www.talentsmart.com</a>.
- 24. Higgs, M.(2003)."How can we make sense of leadership in the 21<sup>st</sup> century?" Leadership and Organizational Development Journal Vol.24No.5.PP:273-284.
- 25. Holowzki, Antonia "The relationship between knowledge management and organization culture", Applied information management program, December, 2002.
- 26. Hurley, 2002 R.F. Hurley, Putting people back into organizational learning, Journal of Business and Industrial Marketing 17 (2002) (4), pp. 270–281.
- 27. Koene, A. (2002) "Leadership effects on organizational climate and financial performance" Local leadership effects in china organizations,