

عنوان مقاله:

Investigation of the Relationship between Emotional Intelligence and the Organization's Performance (Case Study of Refah Bank Managers in Mashhad)

محل انتشار:

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خلاصه مقاله:

Emotional Intelligence is a process that involves careful evaluation of their own and others' emotions, expressing emotions appropriately and adjust the temperature increase the quality and quantity of living standards, the goal of investigate the relationship between emotional intelligence organizational performances, the well-being of bank branches, Mashhad is. Based on the model of emotional intelligence Daniel Goleman, Emotional Intelligence includes four dimensions: self-awareness, self-management, social awareness and relationship management from correlation research methods and study population, sample size was calculated according to branch manager of Morgan ۳۵ and sampling was chosen randomly. Data collection from Bradbry and Grivz Emotional Intelligence Questionnaire (۲۸ questions) and to measure the performance of rating agencies and bank indicators were collected by the bank. According to the above questions reliability standard is approved, emotional Intelligence questionnaire reliability coefficient was calculated for the ۰.۹۱۴ is obtained. Pearson correlation coefficient for the data analysis methods were used to test for significant correlations. Finding it has a direct and positive relationship between emotional intelligence and performance are the branches (with a correlation coefficient ۰.۶۵۲ and p-value ۰.۰۰۰) as well as between each of the components of emotional intelligence (self-awareness and self-management and...) and positively related to subsidiary performance there.

کلمات کلیدی:

Emotional intelligence, organizational performance, managers

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